

Task		Key Performance Indicators
Install, Configure, Update, Maintain		
T-1	Install and maintain network infrastructure device operating system software (e.g., IOS, firmware).	Current hardware, software and system documentation are obtained and evaluated.
T-5	Install and configure hardware, software, and peripheral equipment for system users in accordance with organizational standards	System hardware and peripherals are installed, configured and maintained according to specifications.
T-24	Manage changes/updates for both internal and external customers when policies and procedures change.	System and peripherals are tested for functionality and performance.
T-10	Maintain computer hardware.	Operating and application software are installed, configured and upgraded according to specifications.
T-9	Provide technical support for software maintenance or use.	Maintenance includes appropriate follow-up action according to company policy.
Troubleshoot and Support		
T-2	Troubleshoot system hardware and software.	Users/customers are serviced in timely manner.
T-4	Diagnose and resolve customer reported system incidents, problems, and events.	Customer input is gathered and analyzed.
T-13	Identify, test and implement solutions to computer hardware and software problems or escalate if required.	Relationships are managed so that users/customers are satisfied with the level of service.
T-15	Test software performance in relation to troubleshooting.	Problems are correctly identified and causes are isolated.
T-16	Test computer hardware performance in relation to troubleshooting.	Recommendations based on customer input and analysis of system data are developed and presented to key personnel.
T-12	Collaborate with others to resolve information technology issues.	Solutions are thoroughly researched, using existing knowledge base.
T-18	Identify and escalate issues to improve computer or information systems.	Solutions are selected based on technical benefits, risks analysis and cost effectiveness.
T-20	Provide recommendations to others about computer hardware or software T	Solutions are tested in a complete and realistic manner.
T-14	Escalate computer hardware and software problems according to organization policies	Test scenarios are representative of actual use and environment.
Monitor		
T-8	Monitor and report client-level computer system performance.	Resolutions are documented to the appropriate level of detail in accordance with company policy.
T-11	Monitor computer system performance to ensure proper operation.	
T-23	Assess or monitor system for cyberattacks.	System performance is monitored and reported according to procedures.
T-25	Responds to crises/security incidents following SOPs.	Disruptions, outages, security violations and attacks of network services are monitored, recognized and reported in a timely manner, in accordance with company policies and procedures.
Research and Evaluation		
T-21	Conduct research to gain information about products or processes.	Appropriate information sources for current and emerging technologies are explored.
T-22	Learn continuously about emerging industry or technology trends. (e.g. machine learning and AI)	Alternative technologies are evaluated against customer requirements.
T-19	Evaluate utility of software or hardware technologies.	Initiative is demonstrated regarding pursuit of research and/or training opportunities on emerging industry or technology trends.
		Evaluation of software or hardware technologies is complete, accurate and timely.

Administration

T-6	Administer accounts, network rights, and access to systems and equipment.	Accounts are set up following standard operating procedures. Incidents are documented via the company incident tracking system and procedures. Documentation is clear and accurate and follows organization format and procedures. Assets are tracked and documented in accordance with company policy.
T-7	Perform asset management/inventory of information technology (IT) resources.	
T-3	Maintain incident tracking and solution database.	
T-17	Effectively document operational activities and enter results into the knowledge base and/or ticketing systems.	