

Technical Support Key Performance Indicators

For the entry-level employee, all tasks are typically done under supervision for as much as the first year and then with some independence with verification after the employee has more experience. All tasks are done according to company guidelines.

Task		Key Performance Indicators
Install, Configure, Update, Maintain		
T-1	Install and maintain network infrastructure device operating system software (e.g., IOS, firmware).	<p>Current hardware, software and system documentation are obtained and evaluated.</p> <p>System hardware and peripherals are installed, configured and maintained according to specifications.</p> <p>System and peripherals are tested for functionality and performance.</p> <p>Operating and application software are installed, configured and upgraded according to specifications.</p> <p>Maintenance includes appropriate follow-up action according to company policy. Changes are documented and distributed in accordance with company policy.</p>
T-2	Install and configure hardware, software, and peripheral equipment for system users in accordance with organizational standards.	
T-3	Manage changes/updates for both internal and external customers when policies and procedures change.	
T-4	Maintain computer hardware.	
T-5	Provide technical support for software maintenance or use.	
Troubleshoot and Support		
T-6	Troubleshoot system hardware and software.	<p>Users/customers are serviced in a timely manner.</p> <p>Customer input is gathered and analyzed.</p> <p>Relationships are managed so that users/customers are satisfied with the level of service.</p> <p>Problems are correctly identified and causes are isolated.</p> <p>Recommendations based on customer input and analysis of system data are developed and presented to key personnel.</p> <p>Solutions are thoroughly researched, using existing knowledge base.</p> <p>Solutions are selected based on technical benefits, risks analysis and cost effectiveness.</p> <p>Solutions are tested in a complete and realistic manner.</p> <p>Test scenarios are representative of actual use and environment.</p> <p>Resolutions are documented to the appropriate level of detail in accordance with company policy.</p>
T-7	Diagnose and resolve customer reported system incidents, problems, and events.	
T-8	Identify, test and implement solutions to computer hardware and software problems or escalate if required.	
T-9	Test software performance in relation to troubleshooting.	
T-10	Test computer hardware performance in relation to troubleshooting.	
T-11	Collaborate with others to resolve information technology issues.	
T-12	Identify and escalate issues to improve computer or information systems.	
T-13	Provide recommendations to others about computer hardware or software.	
T-14	Escalate computer hardware and software problems according to organization policies.	
Monitor		
T-15	Monitor and report client-level computer system performance.	<p>System performance is monitored and reported according to procedures.</p> <p>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.</p>
T-16	Monitor computer system performance to ensure proper operation.	
T-17	Assess or monitor system for cyberattacks.	
T-18	Responds to crises/security incidents following SOPs.	
Research and Evaluation		
T-19	Conduct research to gain information about products or processes.	<p>Appropriate information sources for current and emerging technologies are explored.</p> <p>Alternative technologies are evaluated against customer requirements.</p> <p>Initiative is demonstrated regarding pursuit of research and/or training opportunities on emerging industry or technology trends.</p> <p>Evaluation of software or hardware technologies is complete, accurate and timely.</p>
T-20	Learn continuously about emerging industry or technology trends (e.g., machine learning and AI).	
T-21	Evaluate utility of software or hardware technologies.	
Administration		
T-22	Administer accounts, network rights, and access to systems and equipment.	<p>Accounts are set up following standard operating procedures.</p> <p>Incidents are documented via the company incident tracking system and procedures.</p> <p>Documentation is clear and accurate and follows organization format and procedures.</p> <p>Assets are tracked and documented in accordance with company policy.</p>
T-23	Perform asset management/inventory of information technology (IT) resources.	
T-24	Maintain incident tracking and solution database.	
T-25	Effectively document operational activities and enter results into the knowledge base and/or ticketing systems.	