

IT Services Performance Management

Core Competencies Description

Customer Service and Satisfaction

- Listens and responds effectively to customer questions.
- Resolves customer problems to the customer's satisfaction; follows up to evaluate customer satisfaction.
- Treats all internal and external customers with respect.
- Resolves customer problems promptly; anticipates customer needs and responds proactively; makes plans to improve future responses.
- Supports initiatives which improve on or expand existing customer service offerings.

Job Knowledge and Skills

- Demonstrates a thorough knowledge of key job responsibilities.
- Understands and applies the concepts, operating procedures, and skills necessary to accomplish the job.
- Is adept at handling duties of the role.
- Shares knowledge with team members; maintains awareness of trends and changes in the field, works to develop additional knowledge and skills.
- Shows an understanding of job expectations on how the role supports the mission of the unit/University.

Problem Solving and Decision Making

- Shows initiative; anticipates problems and challenges; makes good use of resources in analyzing causes/solutions; takes or recommends appropriate action; follows up to ensure a successful resolution.
- Remains open to new approaches; uses creativity and innovation to get job done.
- Handles multiple tasks and adjusts priorities.
- Demonstrates maturity and critical thinking to help improve processes and quality.
- Uses situational decision-making and problem-solving methods appropriately.
- Demonstrates critical thinking and asks appropriate questions.

Respect and Inclusion

- Demonstrates respect for the opinions of others, as well as the differences in their backgrounds, lifestyles, and individual needs.
- Takes part in programs/processes that support a diverse, inclusive environment.
- Helps to develop a shared understanding of diversity in the workplace.
- Builds consensus; makes others feel comfortable and encourages them to participate and share their opinions in discussions.
- Welcomes constructive feedback from peers and managers.
- Contributes to a welcoming climate that encourages others to share ideas be part of the team and feel valued.

IT Services Performance Management:

Core Competencies Weighting

Performance Review Weighting

Performance Goals: 80%

Competencies: 20%

Job Knowledge & Skills: 5%

Customer Service & Satisfaction: 5%

Problem Solving & Decision Making: 5%

Respect & Inclusion: 5%

Total: 100%

