

**Information Technician
Training Needs Assessment Evaluation Form**

Personal/Position Information

Name: _____

Period Covered: _____

Position: _____

Reviewed by: _____

Title: _____

Position Start Date: _____

Community: _____

Region: _____

Information Technician Training Needs Assessment Evaluation Form

Instructions:

The information contained in this evaluation is strictly confidential. The supervisor will meet with the employee to review the employee's performance and complete the Community Government Performance Evaluation Form. Input from the employee is critical. The employee will have an opportunity to make comments concerning the review in the employee comments section of this form. The information will be used to develop an individual training plan for the employee as well as a training plan for the community.

The employee will be rated as follows for each competency (P):

Each competency is to be rated as follows (S):

1 – Needs significant improvement – employee is unable to complete the task or perform the function in a satisfactory manner even though assistance is routinely provided

2 – Needs improvement - employee can complete the task or perform the function with considerable assistance

3 – Satisfactory – employees can complete the task or perform the function in a satisfactory manner with little or no assistance

4 – Very good – employee consistently completes the task or performs the function in an above average manner with little or no assistance

5 – Outstanding – employee consistently completes the task or performs the function at a very high level with little or no assistance

1 – Competency has little significant to the position

2 – Competency has minor significance to the position

3 – Competency is important to the position

4 – Competency has major significance to the position

5 – Competency is critical to the effective performance of the position

For more information on how to complete this review please contact the Regional Office of the Department of Municipal and Community Affairs or the MACA School of Community Government.

Information Technician Training Needs Assessment Evaluation Form

| Major Category | Skill | Subskill |
|----------------|-------|----------|
|----------------|-------|----------|

| |
|-------------------------|
| Computer Systems |
|-------------------------|

| |
|---------------------------|
| Maintain computer systems |
|---------------------------|

| | | | | | |
|---------------------------------------|---------------------------------|--|--|--|--|
| Install user software on workstations | Install user software on server | Develop and maintain a current and accurate hardware inventory | Develop and maintain a current and accurate software inventory | Develop and maintain a licensing monitoring system | |
| P S 5 | P S 5 | P S 5 | P S 5 | P S 5 | |

| | | | | | |
|-------------------------------|----------------------------|--|----------------------------|--|--|
| Document installation of LANs | Document LANs at each site | Develop and maintain inventories of network components | Maintain inventory records | Maintain records for installation schematics | Maintain records of network components |
| P S 5 | P S 5 | P S 5 | P S 5 | P S 5 | P S 5 |

| | | | | | |
|---------------------------------------|-------------------------------|--|--|--|--|
| Perform minor repairs on workstations | Provide user software support | | | | |
| P S 5 | P S 5 | | | | |

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| | | | | | |
|-----------------------------------|---|----------------------------------|-------------------------|-------------------------|--|
| Establish user directory services | Establish medium level directory services | Maintain District level back ups | Set up new workstations | Install new peripherals | Install network software on workstations |
| P S 5 | P S 5 | P S 5 | P S 5 | P S 5 | P S 5 |

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|--------------|
| On-site LANs |
|--------------|

| | | | | | |
|--------------------------------|---|---------------------------|--|---|---|
| Plan and schedule on-site LANs | Prepare necessary purchase orders for authorization | Troubleshoot on-site LANs | Maintain all on-site LANs and components | Effect major repairs on LANs and components | Effect major repairs on District technology equipment |
| P S 5 | P S 5 | P S 5 | P S 5 | P S 5 | P S 5 |

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| | Troubleshoot | <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%;">Be familiar with software</td> <td style="width: 25%;">Be familiar with site-specific software</td> <td style="width: 25%;">Troubleshoot technology hardware</td> <td style="width: 25%;">Troubleshoot technology software</td> <td></td> <td></td> </tr> <tr> <td>P S 5</td> <td>P S 5</td> <td>P S 5</td> <td>P S 5</td> <td></td> <td></td> </tr> </table> | Be familiar with software | Be familiar with site-specific software | Troubleshoot technology hardware | Troubleshoot technology software | | | P S 5 | P S 5 | P S 5 | P S 5 | | |
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| P S 5 | P S 5 | P S 5 | P S 5 | | | | | | | | | | | |
| Hardware | Maintain Microcomputer Systems | <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%;">Be familiar with micro computer systems</td> <td style="width: 25%;">Install micro computer systems and components</td> <td style="width: 25%;">Configure micro computer systems and components</td> <td style="width: 25%;">Support maintenance of micro computer systems and components</td> <td style="width: 25%;">Upgrade micro computer systems and components</td> <td></td> </tr> <tr> <td>P S 5</td> <td>P S 5</td> <td>P S 5</td> <td>P S 5</td> <td>P S 5</td> <td></td> </tr> </table> | Be familiar with micro computer systems | Install micro computer systems and components | Configure micro computer systems and components | Support maintenance of micro computer systems and components | Upgrade micro computer systems and components | | P S 5 | P S 5 | P S 5 | P S 5 | P S 5 | |
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| | P S 5 | P S 5 | P S 5 | P S 5 | P S 5 | | | | | | | | | |
| Maintain Computer Peripherals, Storage Devices and Input/Output Devices | <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%;">Be familiar with peripherals, storage devices and input/out devices</td> <td style="width: 25%;">Install peripherals, storage devices and input/out devices</td> <td style="width: 25%;">Configure peripherals, storage devices and input/out devices</td> <td style="width: 25%;">Maintain peripherals, storage devices and input/out devices</td> <td style="width: 25%;">Upgrade peripherals and storage devices and input/out devices</td> <td></td> </tr> <tr> <td>P S 5</td> <td>P S 5</td> <td>P S 5</td> <td>P S 5</td> <td>P S 5</td> <td></td> </tr> </table> | Be familiar with peripherals, storage devices and input/out devices | Install peripherals, storage devices and input/out devices | Configure peripherals, storage devices and input/out devices | Maintain peripherals, storage devices and input/out devices | Upgrade peripherals and storage devices and input/out devices | | P S 5 | P S 5 | P S 5 | P S 5 | P S 5 | | |
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| Maintain Servers | <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%;">Install servers</td> <td style="width: 25%;">Configure servers</td> <td style="width: 25%;">Upgrade servers</td> <td></td> <td></td> <td></td> </tr> <tr> <td>P S 5</td> <td>P S 5</td> <td>P S 5</td> <td></td> <td></td> <td></td> </tr> </table> | Install servers | Configure servers | Upgrade servers | | | | P S 5 | P S 5 | P S 5 | | | | |
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| Software | Maintain Common Desktop Operating Systems | <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%;">Be familiar with Desktop Operating Systems</td> <td style="width: 25%;">Install common Desktop Operating Systems</td> <td style="width: 25%;">Configure common Desktop Operating Systems</td> <td style="width: 25%;">Operate common Desktop Operating Systems</td> <td style="width: 25%;">Upgrade common Desktop Operating Systems</td> <td></td> </tr> <tr> <td>P S 5</td> <td>P S 5</td> <td>P S 5</td> <td>P S 5</td> <td>P S 5</td> <td></td> </tr> </table> | Be familiar with Desktop Operating Systems | Install common Desktop Operating Systems | Configure common Desktop Operating Systems | Operate common Desktop Operating Systems | Upgrade common Desktop Operating Systems | | P S 5 | P S 5 | P S 5 | P S 5 | P S 5 | |
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| Major Category | Skill | Subskill |
|----------------|-------|----------|
|----------------|-------|----------|

Networks

Understand Data Communications Principles

| | | | | | |
|--|---|--|--|--|--|
| Be familiar with data communication concepts | Understand the Open Systems Interface (OSI) Model | Understand data communications protocols | Apply the TCP-IP and all other network protocols | Possess knowledge of relevant IEEE standards | |
| P S 5 | P S 5 | P S 5 | P S 5 | P S 5 | |

Design the Network

| | | | | | |
|----------------------------------|--------------------------------------|--|---|---|---|
| Be familiar with networks models | Apply principles of network topology | Determine network hardware and software requirements | Determine security network requirements | Be familiar with the local and northern communications infrastructure | Be familiar with relevant and emerging technology |
| P S 5 | P S 5 | P S 5 | P S 5 | P S 5 | P S 5 |

| | | | | | |
|---|--|--|--|--|--|
| Make recommendations on network layout, hardware and software | | | | | |
| P S 5 | | | | | |

Install the Network

| | | | | | |
|--|----------------------------|--|--|--|--|
| Be familiar with network components (switches, hubs, routers, bridges, tape backups and UPS) | Install network components | | | | |
| P S 5 | P S 5 | | | | |

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| Maintain Network Operating Systems | | <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 16.6%;">Install the Network Operating System</td> <td style="width: 16.6%;">Configure the Network Operating System</td> <td style="width: 16.6%;">Install the Network Operating System Applications: GROUP WARE</td> <td style="width: 16.6%;">Operate the Network Operating System</td> <td style="width: 16.6%;">Upgrade the Network Operating System</td> <td style="width: 16.6%;"></td> </tr> <tr> <td style="text-align: center;">P</td><td style="text-align: center;">S</td><td style="text-align: center;">5</td> <td style="text-align: center;">P</td><td style="text-align: center;">S</td><td style="text-align: center;">5</td> <td style="text-align: center;">P</td><td style="text-align: center;">S</td><td style="text-align: center;">5</td> <td style="text-align: center;">P</td><td style="text-align: center;">S</td><td style="text-align: center;">5</td> <td style="text-align: center;">P</td><td style="text-align: center;">S</td><td style="text-align: center;">5</td> <td></td><td></td><td></td><td></td> </tr> </table> | Install the Network Operating System | Configure the Network Operating System | Install the Network Operating System Applications: GROUP WARE | Operate the Network Operating System | Upgrade the Network Operating System | | P | S | 5 | P | S | 5 | P | S | 5 | P | S | 5 | P | S | 5 | | | | | | | |
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| P | S | 5 | P | S | 5 | P | S | 5 | P | S | 5 | P | S | 5 | | | | | | | | | | | | | | | | |
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| Administer Network Operating Systems | | <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 16.6%;">Understand the role of the Network Administrator</td> <td style="width: 16.6%;">Understand the principles of data sharing</td> <td style="width: 16.6%;">Establish file folder structures</td> <td style="width: 16.6%;">Set up and maintain file sharing</td> <td style="width: 16.6%;">Set up and maintain peripheral sharing</td> <td style="width: 16.6%;"></td> </tr> <tr> <td style="text-align: center;">P</td><td style="text-align: center;">S</td><td style="text-align: center;">5</td> <td style="text-align: center;">P</td><td style="text-align: center;">S</td><td style="text-align: center;">5</td> <td style="text-align: center;">P</td><td style="text-align: center;">S</td><td style="text-align: center;">5</td> <td style="text-align: center;">P</td><td style="text-align: center;">S</td><td style="text-align: center;">5</td> <td style="text-align: center;">P</td><td style="text-align: center;">S</td><td style="text-align: center;">5</td> <td></td><td></td><td></td><td></td> </tr> </table> | Understand the role of the Network Administrator | Understand the principles of data sharing | Establish file folder structures | Set up and maintain file sharing | Set up and maintain peripheral sharing | | P | S | 5 | P | S | 5 | P | S | 5 | P | S | 5 | P | S | 5 | | | | | | | |
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| P | S | 5 | P | S | 5 | P | S | 5 | P | S | 5 | P | S | 5 | | | | | | | | | | | | | | | | |
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| Establish and Maintain Security Requirements | | <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 16.6%;">Maintain physical security</td> <td style="width: 16.6%;">Maintain user security</td> <td style="width: 16.6%;">Maintain group security</td> <td style="width: 16.6%;">Maintain Internet security</td> <td style="width: 16.6%;">Maintain anti-virus security</td> <td style="width: 16.6%;">Implement disaster recovery plans</td> </tr> <tr> <td style="text-align: center;">P</td><td style="text-align: center;">S</td><td style="text-align: center;">5</td> <td style="text-align: center;">P</td><td style="text-align: center;">S</td><td style="text-align: center;">5</td> <td style="text-align: center;">P</td><td style="text-align: center;">S</td><td style="text-align: center;">5</td> <td style="text-align: center;">P</td><td style="text-align: center;">S</td><td style="text-align: center;">5</td> <td style="text-align: center;">P</td><td style="text-align: center;">S</td><td style="text-align: center;">5</td> <td style="text-align: center;">P</td><td style="text-align: center;">S</td><td style="text-align: center;">5</td> <td></td><td></td><td></td><td></td> </tr> </table> | Maintain physical security | Maintain user security | Maintain group security | Maintain Internet security | Maintain anti-virus security | Implement disaster recovery plans | P | S | 5 | P | S | 5 | P | S | 5 | P | S | 5 | P | S | 5 | P | S | 5 | | | | |
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| | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Administer Internet and E-mail Access | | <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 16.6%;">Be familiar with the Internet</td> <td style="width: 16.6%;">Research options for Internet access</td> <td style="width: 16.6%;">Determine proxy requirements</td> <td style="width: 16.6%;">Configure Internet and e-mail access</td> <td style="width: 16.6%;">Maintain Internet access</td> <td style="width: 16.6%;"></td> </tr> <tr> <td style="text-align: center;">P</td><td style="text-align: center;">S</td><td style="text-align: center;">5</td> <td style="text-align: center;">P</td><td style="text-align: center;">S</td><td style="text-align: center;">5</td> <td style="text-align: center;">P</td><td style="text-align: center;">S</td><td style="text-align: center;">5</td> <td style="text-align: center;">P</td><td style="text-align: center;">S</td><td style="text-align: center;">5</td> <td style="text-align: center;">P</td><td style="text-align: center;">S</td><td style="text-align: center;">5</td> <td></td><td></td><td></td><td></td> </tr> </table> | Be familiar with the Internet | Research options for Internet access | Determine proxy requirements | Configure Internet and e-mail access | Maintain Internet access | | P | S | 5 | P | S | 5 | P | S | 5 | P | S | 5 | P | S | 5 | | | | | | | |
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| P | S | 5 | P | S | 5 | P | S | 5 | P | S | 5 | P | S | 5 | P | S | 5 | | | | | | | | | | | | | |
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| <div style="border: 1px solid black; padding: 5px; min-height: 100px;"> Troubleshooting and Support </div> | <div style="border: 1px solid black; padding: 5px; min-height: 100px;"> Diagnose and Resolve Problems </div> | <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 16.6%;">Interview users to determine computer/network problems</td> <td style="width: 16.6%;">Apply current diagnostic and testing software tools and procedures</td> <td style="width: 16.6%;">Resolve software problems</td> <td style="width: 16.6%;">Resolve hardware problems</td> <td style="width: 16.6%;">Consult with support lines for advice and assistance</td> <td style="width: 16.6%;">Coach users on solving problems</td> </tr> <tr> <td>P</td><td></td><td>S</td><td>5</td> <td>P</td><td></td><td>S</td><td>5</td> <td>P</td><td></td><td>S</td><td>5</td> <td>P</td><td></td><td>S</td><td>5</td> <td>P</td><td></td><td>S</td><td>5</td> <td>P</td><td></td><td>S</td><td>5</td> </tr> </table> | Interview users to determine computer/network problems | Apply current diagnostic and testing software tools and procedures | Resolve software problems | Resolve hardware problems | Consult with support lines for advice and assistance | Coach users on solving problems | P | | S | 5 | P | | S | 5 | P | | S | 5 | P | | S | 5 | P | | S | 5 | P | | S | 5 |
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| Be familiar with current and potential software | Be familiar with site-specific software | Troubleshoot technology hardware | Troubleshoot technology software | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| P | | S | 5 | P | | S | 5 | P | | S | 5 | P | | S | | | | | | | | | | | | | | | | | | |
| <div style="border: 1px solid black; padding: 5px; min-height: 100px;"> Staff Development </div> | <div style="border: 1px solid black; padding: 5px; min-height: 100px;"> Technology </div> | <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 16.6%;">Recommend opportunities for staff development</td> <td style="width: 16.6%;">Plan and organize activities</td> <td style="width: 16.6%;">Liaise with Manager, Information Services</td> <td style="width: 16.6%;">Coordinate staff development and in-services</td> <td style="width: 16.6%;">Maintain own professional development</td> <td style="width: 16.6%;">Be aware of current technology trends and resources</td> </tr> <tr> <td>P</td><td></td><td>S</td><td>5</td> <td>P</td><td></td><td>S</td><td>5</td> <td>P</td><td></td><td>S</td><td>5</td> <td>P</td><td></td><td>S</td><td>5</td> <td>P</td><td></td><td>S</td><td>5</td> <td>P</td><td></td><td>S</td><td>5</td> </tr> </table> | Recommend opportunities for staff development | Plan and organize activities | Liaise with Manager, Information Services | Coordinate staff development and in-services | Maintain own professional development | Be aware of current technology trends and resources | P | | S | 5 | P | | S | 5 | P | | S | 5 | P | | S | 5 | P | | S | 5 | P | | S | 5 |
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| P | | S | 5 | P | | S | 5 | P | | S | 5 | P | | S | 5 | P | | S | 5 | P | | S | 5 | | | | | | | | | |
| <div style="border: 1px solid black; padding: 5px; min-height: 100px;"> Information and Support </div> | <div style="border: 1px solid black; padding: 5px; min-height: 100px;"> Conduct Planning </div> | <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 16.6%;">Provide assistance and advice with strategic planning</td> <td style="width: 16.6%;">Prepare plans for short term projects</td> <td style="width: 16.6%;">Set objectives</td> <td style="width: 16.6%;">Develop forecasts</td> <td style="width: 16.6%;">Track and analyze historical data</td> <td style="width: 16.6%;"></td> </tr> <tr> <td>P</td><td></td><td>S</td><td>5</td> <td>P</td><td></td><td>S</td><td>5</td> <td>P</td><td></td><td>S</td><td>5</td> <td>P</td><td></td><td>S</td><td>5</td> <td>P</td><td></td><td>S</td><td>5</td> <td></td><td></td><td></td><td></td> </tr> </table> | Provide assistance and advice with strategic planning | Prepare plans for short term projects | Set objectives | Develop forecasts | Track and analyze historical data | | P | | S | 5 | P | | S | 5 | P | | S | 5 | P | | S | 5 | P | | S | 5 | | | | |
| Provide assistance and advice with strategic planning | Prepare plans for short term projects | Set objectives | Develop forecasts | Track and analyze historical data | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| P | | S | 5 | P | | S | 5 | P | | S | 5 | P | | S | 5 | P | | S | 5 | | | | | | | | | | | | | |

Information Technician Training Needs Assessment Evaluation Form

| Major Category | Skill | Subskill |
|----------------|-------|----------|
|----------------|-------|----------|

| | | | | | | | | | | |
|---|---|--|---|---|------------------------|--|-------------|-------------|-------------|--|
| Information and Support | Provide Information Management | <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%; padding: 5px;">Develop a data tracking system using computer software applications</td> <td style="width: 25%; padding: 5px;">Develop a system for generating activity reports for Corporate Services and the Board</td> <td style="width: 25%; padding: 5px;">Develop database files</td> <td style="width: 25%;"></td> </tr> <tr> <td style="text-align: center; padding: 5px;">P S 5</td> <td style="text-align: center; padding: 5px;">P S 5</td> <td style="text-align: center; padding: 5px;">P S 5</td> <td></td> </tr> </table> | Develop a data tracking system using computer software applications | Develop a system for generating activity reports for Corporate Services and the Board | Develop database files | | P S 5 | P S 5 | P S 5 | |
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| P S 5 | P S 5 | P S 5 | | | | | | | | |

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|----------------------------|------------------------------|---|----------------------------|--------------------------------------|--------------------------------|-------------------|--------------------------------------|-------------------|-------------|-------------|-------------|-------------|-------------|-------------|
| Computer Skills | Possess Computer Skills | <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 16.6%; padding: 5px;">Possess keyboarding skills</td> <td style="width: 16.6%; padding: 5px;">Use word-processing programs</td> <td style="width: 16.6%; padding: 5px;">Use Web site creation programs</td> <td style="width: 16.6%; padding: 5px;">Maintain web site</td> <td style="width: 16.6%; padding: 5px;">Use computerized accounting programs</td> <td style="width: 16.6%; padding: 5px;">Use spread-sheets</td> </tr> <tr> <td style="text-align: center; padding: 5px;">P S 5</td> <td style="text-align: center; padding: 5px;">P S 5</td> <td style="text-align: center; padding: 5px;">P S 5</td> <td style="text-align: center; padding: 5px;">P S 5</td> <td style="text-align: center; padding: 5px;">P S 5</td> <td style="text-align: center; padding: 5px;">P S 5</td> </tr> </table> | Possess keyboarding skills | Use word-processing programs | Use Web site creation programs | Maintain web site | Use computerized accounting programs | Use spread-sheets | P S 5 | P S 5 | P S 5 | P S 5 | P S 5 | P S 5 |
| Possess keyboarding skills | Use word-processing programs | Use Web site creation programs | Maintain web site | Use computerized accounting programs | Use spread-sheets | | | | | | | | | |
| P S 5 | P S 5 | P S 5 | P S 5 | P S 5 | P S 5 | | | | | | | | | |

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|-------------------------|----------------------------|---|---|---|--|---|---|--|-------------|-------------|-------------|-------------|-------------|-------------|
| | | <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 16.6%; padding: 5px;">Use e-mail and internet</td> <td style="width: 16.6%; padding: 5px;">Maintain password security</td> <td style="width: 16.6%; padding: 5px;">Create back up data</td> <td style="width: 16.6%; padding: 5px;">Research and develop a secure back up data system</td> <td style="width: 16.6%; padding: 5px;">Use presentation software: MS WORD POWERPOINT</td> <td style="width: 16.6%; padding: 5px;">Use publishing software: ADOBE ILLUSTRATOR</td> </tr> <tr> <td style="text-align: center; padding: 5px;">P S 5</td> <td style="text-align: center; padding: 5px;">P S 5</td> <td style="text-align: center; padding: 5px;">P S 5</td> <td style="text-align: center; padding: 5px;">P S 5</td> <td style="text-align: center; padding: 5px;">P S 5</td> <td style="text-align: center; padding: 5px;">P S 5</td> </tr> </table> | Use e-mail and internet | Maintain password security | Create back up data | Research and develop a secure back up data system | Use presentation software: MS WORD POWERPOINT | Use publishing software: ADOBE ILLUSTRATOR | P S 5 | P S 5 | P S 5 | P S 5 | P S 5 | P S 5 |
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| P S 5 | P S 5 | P S 5 | P S 5 | P S 5 | P S 5 | | | | | | | | | |

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|--|-----------------------------|--|--|----------------------------------|--------------------------------|-------------------|----------------------------------|--|-------------|-------------|-------------|-------------|-------------|--|
| Communication | Use effective communication | <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 16.6%; padding: 5px;">Read and comprehend business documents</td> <td style="width: 16.6%; padding: 5px;">Write clearly and concisely</td> <td style="width: 16.6%; padding: 5px;">Practice good listening skills</td> <td style="width: 16.6%; padding: 5px;">Speak effectively</td> <td style="width: 16.6%; padding: 5px;">Maintain good employee relations</td> <td></td> </tr> <tr> <td style="text-align: center; padding: 5px;">P S 4</td> <td style="text-align: center; padding: 5px;">P S 3</td> <td style="text-align: center; padding: 5px;">P S 5</td> <td style="text-align: center; padding: 5px;">P S 4</td> <td style="text-align: center; padding: 5px;">P S 4</td> <td></td> </tr> </table> | Read and comprehend business documents | Write clearly and concisely | Practice good listening skills | Speak effectively | Maintain good employee relations | | P S 4 | P S 3 | P S 5 | P S 4 | P S 4 | |
| Read and comprehend business documents | Write clearly and concisely | Practice good listening skills | Speak effectively | Maintain good employee relations | | | | | | | | | | |
| P S 4 | P S 3 | P S 5 | P S 4 | P S 4 | | | | | | | | | | |

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|-----------------|------------------------------|--|---------------|--------------------------|--------------------------|---------------|--------------------------|--------------------------|-------------|-------------|-------------|-------------|-------------|-------------|
| Professionalism | Demonstrate good work habits | <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 16.6%; padding: 5px;">Manage stress</td> <td style="width: 16.6%; padding: 5px;">Take direction</td> <td style="width: 16.6%; padding: 5px;">Be self-motivated</td> <td style="width: 16.6%; padding: 5px;">Be dependable</td> <td style="width: 16.6%; padding: 5px;">Maintain confidentiality</td> <td style="width: 16.6%; padding: 5px;">Make effective decisions</td> </tr> <tr> <td style="text-align: center; padding: 5px;">P S 4</td> <td style="text-align: center; padding: 5px;">P S 5</td> <td style="text-align: center; padding: 5px;">P S 5</td> <td style="text-align: center; padding: 5px;">P S 5</td> <td style="text-align: center; padding: 5px;">P S 5</td> <td style="text-align: center; padding: 5px;">P S 4</td> </tr> </table> | Manage stress | Take direction | Be self-motivated | Be dependable | Maintain confidentiality | Make effective decisions | P S 4 | P S 5 | P S 5 | P S 5 | P S 5 | P S 4 |
| Manage stress | Take direction | Be self-motivated | Be dependable | Maintain confidentiality | Make effective decisions | | | | | | | | | |
| P S 4 | P S 5 | P S 5 | P S 5 | P S 5 | P S 4 | | | | | | | | | |

Information Technician Training Needs Assessment Evaluation Form

| Major Category | Skill | Subskill |
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|------------------------------|
| Demonstrate good work habits |
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|-------------|------------------------|-------------|-------------|--------------|-------------------------------|
| Manage time | Perform related duties | Be punctual | Be flexible | Be organized | Work with minimal supervision |
| P S 5 | P S 4 | P S 5 | P S 4 | P S 5 | P S 5 |

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| Demonstrate positive personal attributes and ethical behaviour |
| |

| | | | | | |
|----------------|-----------------------|----------------|------------------|--|--|
| Meet deadlines | Use analytical skills | Be responsible | Be a team player | | |
| P 4 S 5 | P 4 S 5 | P 4 S 5 | P 4 S 5 | | |

| | | | | | |
|---------------|---------------------|-------------|---|---------------|-------------|
| Accept change | Adapt to situations | Compromise | Separate personal and professional life | Take training | Be patient |
| P S 5 | P S 4 | P S 5 | P S 5 | P S 5 | P S 5 |

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| Demonstrate positive personal attributes and ethical behaviour |
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|------------------------------|-------------|---------------------------|--|--|--|
| Maintain a positive attitude | Be honest | Possess a sense of humour | | | |
| P S 5 | P S 5 | P 4 S 4 | | | |

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| Respect self and others |
| |

| | | | | | |
|--------------|-----------------------|------------------------------|--------------|--|--|
| Display tact | Cooperate with others | Respond positively to others | Be courteous | | |
| P S 5 | P S 5 | P S 5 | P S 4 | | |

**Information Technician
Training Needs Assessment Evaluation Form**

Comments:

1. Supervisor's Comments

2. Expectations For The Coming Year/Workplan

Information Technician Training Needs Assessment Evaluation Form

3. Employee Goals And Objectives

4. Career Goals

Information Technician Training Needs Assessment Evaluation Form

5. Recommended Training

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6. Employee Comments

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|------------|-------------|
| Employee: | Supervisor: |
| Title: | Title: |
| Signature: | Signature: |
| Date: | Date: |