Information Technology Manager
Training Needs Assessment Evaluation Form

Personal/Position Information

Name: _____

Period Covered: _____

Position: _____

Reviewed by: _____

Title: _____

Position Start Date: _____

Community: _____

Region: _____

Information Technology Manager
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 the complete task or perform the function in a satisfactory manner even though assistance is routinely provided	1 – Competency has little significant to the position
2 – Needs improvement - employee can complete the task or perform the function with considerable assistance	2 – Competency has minor significance to the position
3 – Satisfactory – employees can complete the task or perform the function in a satisfactory manner with little or no assistance	3 – Competency is important to the position
4 – Very good – employee consistently completes the task or performs the function in an above average manner with little or no assistance	4 – Competency has major significance to the position
5 – Outstanding – employee consistently completes the task or performs the function at a very high level with little or no assistance	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 Technology Manager
Training Needs Assessment Evaluation Form

Major Category	Skill	Subskill					

Major Category	Skill	Subskill					
Computer Systems	Manage computer systems	Plan, organize, direct, control and evaluate the operations of information systems and electronic data processing (EDP)	Develop and implement policies and procedures for electronic data processing and computer systems operations and development	Meet with other managers to discuss system requirements, specifications, costs and timelines	Manage information systems personnel to design, develop, implement, operate and administer computer and telecommunications software, networks and information systems	Develop and control the budget and expenditures for computer systems	Recruit and supervise computer systems personnel and contractors
		P | S | 5	P | S | 5	P | S | 5	P | S | 5	P | S | 5	P | S | 5
	Install and maintain software	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	
	Install and maintain LANs	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

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Major Category	Skill	Subskill

Computer Systems

Install and maintain LANs

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

Provide user services

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

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

Troubleshoot

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		

Hardware

Maintain Microcomputer Systems

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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Hardware

Maintain Computer Peripherals, Storage Devices and Input/Output Devices

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

Maintain Servers

Install servers	Configure servers	Upgrade servers
P S 5	P S 5	P S 5

Software

Maintain Common Desktop Operating Systems

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

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

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Networks	**Install the Network**	Make recommendations on network layout, hardware and software	Be familiar with network components (switches, hubs, routers, bridges, tape backups and UPS)	Install network components			
		P S 5	P S 5	P S 5			
	Maintain Network Operating Systems	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	
	Administer Network Operating Systems	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	
	Establish and Maintain Security Requirements	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

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Networks — **Administer Internet and E-mail Access**

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	

Establish and Maintain Web Services

Install web services	Configure web services	Maintain web services	Replace web services	Upgrade web services	Be familiar with web service applications
P __ S 5	P __ S 5	P __ S 5	P __ S 5	P __ S 5	P __ S

Create and maintain home pages	Establish and maintain Internet protocols	Establish and maintain list servers	Establish and maintain newsgroups	Establish and maintain proxy	
P __ S 5	P __ S 5	P __ S 5	P __ S 5	P __ S 5	

Troubleshooting and Support — **Diagnose and Resolve Problems**

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

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		

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Staff Development	**Technology**	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
Information and Support	**Conduct Planning**	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 and Support	**Provide Information Management**	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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Computer Skills — **Possess Computer Skills**

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

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

Communication — **Use effective communication**

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	

Professionalism — **Demonstrate good work habits**

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

Demonstrate good work habits

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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Professionalism

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

Demonstrate positive personal attributes and ethical behaviour

Maintain a positive attitude			Be honest			Possess a sense of humour											
P		S	5	P		S	5	P	4	S	4						

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		

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Comments:

1. Supervisor's Comments

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[empty box]
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2. Expectations For The Coming Year/Workplan

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3. Employee Goals And Objectives

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4. Career Goals

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5. Recommended Training

6. Employee Comments

Employee:	Supervisor:
Title:	Title:
Signature:	Signature:
Date:	Date: