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[**Microsoft Word Performance Review Templates: 10 Great Templates You NEED to See!**](https://teamflect.com/blog/performance-management/microsoft-word-performance-review-template)

**IT Support Staff Evaluation Template**

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| **IT Support Staff Evaluation Template** |
| **Adele Vance:** Reviewee |   | **Reviewer:** Miriam Graham**Review Period:** **Self-review submitted on: Review Due:Finalize Due:**  |
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| These open-ended questions are designed to evaluate different aspects of IT Support staff performance, offering insights that help foster professional growth. Covering key areas such as technical expertise, problem-solving, teamwork, and continuous learning, these questions aim to provide meaningful feedback and identify opportunities for improvement. |
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| **1. Problem-Solving and Technical Skills** |
| **Q1:** How do you prioritize support requests when multiple issues arise simultaneously? |
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| **Adele's answers** | **Miriam's answers** |
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| **Q2:** Can you describe a time when you successfully solved a complex technical problem? |
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| **Adele's answers** | **Miriam's answers** |
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| **Q3:** How do you approach troubleshooting when the root cause of an issue isn’t immediately clear? |
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| **Adele's answers** | **Miriam's answers** |
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| **Q4:** What is your process for ensuring that security protocols are maintained during support operations? |
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| **Adele's answers** | **Miriam's answers** |
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| **Q5:** Can you give an example of a particularly difficult case you resolved? What was your thought process? |
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| **Adele's answers** | **Miriam's answers** |
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| **2. Communication and Customer Service** |
| **Q1:** How do you ensure effective communication with non-technical users when resolving their issues? |
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| **Adele's answers** | **Miriam's answers** |
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| **Q2:** Can you describe a situation where your problem-solving skills directly impacted the team's performance? |
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| **Adele's answers** | **Miriam's answers** |
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| **Q3:** How do you handle repeated issues from the same users? What steps do you take to prevent recurring problems? |
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| **Adele's answers** | **Miriam's answers** |
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| **Q4:** How do you balance providing excellent customer service with adhering to technical procedures? |
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| **Adele's answers** | **Miriam's answers** |
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| **Q5:** Can you share an instance when you received feedback from a user and how you handled it? |
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| **Adele's answers** | **Miriam's answers** |
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| **4. Time Management and Prioritization** |
| **Q1:** How do you manage your time between ongoing projects and urgent support requests? |
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| **Adele's answers** | **Miriam's answers** |
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| **Q2:** What strategies do you use to minimize system downtime during maintenance or issue resolution? |
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| **Adele's answers** | **Miriam's answers** |
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| **Q3:** How do you ensure that you meet Service Level Agreements (SLAs) in your support role? |
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| **Adele's answers** | **Miriam's answers** |
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| **5. Team Collaboration and Leadership** |
| **Q1:** In what ways do you collaborate with other teams to resolve cross-functional IT issues? |
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| **Adele's answers** | **Miriam's answers** |
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| **Q2:** Can you describe a time when you had to escalate an issue? How did you manage the situation? |
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| **Adele's answers** | **Miriam's answers** |
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| **Q3:** What would you suggest to improve the overall IT support process within the team? |
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| **Adele's answers** | **Miriam's answers** |
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| **6. Continuous Improvement and Learning** |
| **Q1:** What steps do you take to stay updated with the latest IT trends and technologies? |
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| **Adele's answers** | **Miriam's answers** |
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| **Q2:** How do you ensure continuous improvement in your technical support approach? |
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| **Q3:** How do you document the solutions you’ve provided for future reference? |
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| **Adele's answers** | **Miriam's answers** |
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| **Rating of this Staff (Miriam's answers) (Between 1-10)** |
|   | **Rating** |   | **Weighted Average** |
| **Cultural fit** | 6.5 |   | 7.125 |
| **Goal progress** | 8 |   |
| **Quality of work** | 7 |   |
| **Communication** | 7 |   |
| **Overall Comments** |
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| **StaffSignature** |   | **ReviewerSignature** |   | **Date** |