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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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| **Q2:** Can you describe a time when you successfully solved a complex technical problem? | | | | | |
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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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| **Q4:** What is your process for ensuring that security protocols are maintained during support operations? | | | | | |
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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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| **2. Communication and Customer Service** | | | | | |
| **Q1:** How do you ensure effective communication with non-technical users when resolving their issues? | | | | | |
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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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| **Q3:** How do you handle repeated issues from the same users? What steps do you take to prevent recurring problems? | | | | | |
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| **Q4:** How do you balance providing excellent customer service with adhering to technical procedures? | | | | | |
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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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| **4. Time Management and Prioritization** | | | | | |
| **Q1:** How do you manage your time between ongoing projects and urgent support requests? | | | | | |
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| **Q2:** What strategies do you use to minimize system downtime during maintenance or issue resolution? | | | | | |
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| **Q3:** How do you ensure that you meet Service Level Agreements (SLAs) in your support role? | | | | | |
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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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| **Q2:** Can you describe a time when you had to escalate an issue? How did you manage the situation? | | | | | |
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| **Q3:** What would you suggest to improve the overall IT support process within the team? | | | | | |
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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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| **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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| **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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| **Staff Signature** |  | | **Reviewer Signature** |  | **Date** |