

PERFORMANCE AGREEMENT (prepared prior to appraisal)

Section I Statement of major responsibility, activities, outcomes and performance indicators. Note weightings if appropriate. Use additional sheets as necessary

Responsibilities (Provide a summary of job description)

Objective Type : Objectives

1	Objective	IT & USER SUPPORT		
	Percentage :	40.0 %	Date Set :	01/07/2014
	Objective Detail	Success Indicator	Target	Resources Required
1	Network setup & troubleshooting	Ensure thst all network points are working and setup user desktop, laptops,network hardware, network printer.	01/07/2014	Cat5/Cat6 patch crds, network cable tester, crimping tool.
2	General End User Support	Assist users on all IT related issues e.g setting up projectors, setting up internet connection on their machines, assist on troubleshooting or administering any company software, recovery of files where need be, how to use printers	01/06/2014	Sofatware, hardware tools like screw drivers etc.
3	VPN user setup and configuration	Assist laptop owners in setting up a VPN connection to the office server.This will be done regularly with a directive from the system administrator or the IT Manager.	01/07/2014	VPN Software
4	User domain & email accounts creation	Create and configure user domail accounts, emmail account and email quotas when need arises.	01/07/2014	N/A
5	Network setup & troubleshooting	Ensure thst all network points are working and setup user desktop, laptops,network hardware, network printer.Troubleshoot and resolve any network/internet outages on-daily basis. r=	01/07/2014	Cat5/Cat6 patch crds, network cable tester, crimping tool.
6	Tydyng User Workstations	Ensure that all user workstations and cabling are neat.	01/07/2014	Cable ties and black cable flex .
7	Off-site or Field Stations Support	Schedule fortnight visits to all field stations to check machine status, update software, preventive maintenance, update antivirus & resolve any end user issues.	01/07/2014	Software, hardware tools like screw drivers, computer cleaning equipment for preventive maintenance.
2	Objective	GENERAL HARDWARE & SOFTWARE SUPPORT		
	Percentage :	30.0 %	Date Set :	01/07/2014
	Objective Detail	Success Indicator	Target	Resources Required
1	Deployment of Hardware & Software	Assist the System Administrator in configuring & deploying any hardware or software in the office or in the field stations when need arises.	01/07/2014	N/A
2	Hardware issuance	Issue & document any type of hardware to users.This will be done with advise\directive from the System Administrator or the IT Manager.	01/07/2014	Printing paper for any documentation & a hard-cover A4 book.
3	Hardware audits/assesments & ensure equipment are in good working condition.	Take weekly/monthly/quarterly hardware assesment to ensure flawless working condition.Document & report any faults or damages noted, organize maintenance or repairs wher need be.	01/07/2014	Email for communication and printing paper to document any information.
4	Software audits and upgrades.	Assess all software in the organization.Check compatibility of new software with our current OS platforms.Document and report any troublesome/incompatible software applications.Ensure that all computers have compatible and stable software applications on their computers & laptops.This will be done regularly.	01/07/2014	Printing paper for any documentation.
5	Software installation	Install software on end user computers or laptops.This will be done with advise/directive from System Administrator or the IT Manager.	01/07/2014	Genuine Licenced APHRC Software.

	Objective Detail	Success Indicator	Target	Resources Required
6	Server Management & Configuration	Install,configure & deploying of various Servers likeProxy(Squid),samba, Apache, Print & Firewall.e.t.cThis will be done with advise /directive from the System Administrator or the IT Manager.	01/07/2014	Software,Hardware and remote server access.
3	Objective	ICT MANAGEMENT		
	Percentage :	20.0 %	Date Set :	01/07/2014
	Objective Detail	Success Indicator	Target	Resources Required
1	Audio Visual Equipment management	Management of all audio visual equipment like projectors, video conferencing equipment, PA systems on-demand basis.	01/07/2014	N/A
2	Disaster recovery	Work together with the Systems Administrator & IT Manager to evaluate our disaster recovery procedures, how to better manage downtimes & backups.	01/07/2014	Backup-Pc software for installation on all end user machines.
3	User file Backup	Setup backup syste, software(Backup-Pc) on all end-user computers and laptop so as to back up their files on the server.Periodically verify backups are being successfully done.	01/07/2014	Backup-Pc software for installation on all end user machines.
4	Supervision of private contractors/consultants	Supervise any private consultants or contractors during installing or servicing any ICT equipment owned by the organization.	01/07/2014	N/A
5	Capacity Audit	Take weekly/monthly/quarterly capacity audits.Ensure that there is sufficient hardware equipment in the organization for new/existing staff for the sake of replacing faulty hardware.	01/07/2014	Printing paper,Box file for filing documentation.
6	Systems & Network Administration	Assist the IT Manager & System Administrator in troubleshooting and administering the entire IT infrastructure e.g servers, network hardware like routers and switches, CCTV equipment, enterprise software when need arises.	01/07/2014	N/A
7	Scheduling & Supervision of preventive maintenance.	Schedule for quarterly preventive maintenance of printers, computers & laptops. Supervise the service providers during the exersice. Ensure that all hardware is in good working condition during and after the preventative maintenance.Communicate & address any issue that may arise	01/07/2014	N/A
8	Management of Offsite Backup	Work together with the Systems Administrator & IT Manager on ensuring that offsite backups are in a healthy status.	01/07/2014	External Hard-Disk for Backup.
9	ICT Helpdesk/Asset Management	Take weekly/monthly/quarterly and annuallly inventory of all ICT assets and report on their status.Organize on disposal of items that have reached their end of life support,end of maintenance and any other incompatible hardware.	01/07/2014	Printing paper and a Box file for filing documentation
10	ICT Hardware & Software procurement	procure hardware and software for each users in accordance with set APHRC policies and procedures.This will be done with the advise/directive/approval form the System	01/07/2014	Printing Paper
4	Objective	DOCUMENTATION		
	Percentage :	10.0 %	Date Set :	01/07/2014
	Objective Detail	Success Indicator	Target	Resources Required
1	keep a record of rampant issues and document their solutions.	Regularly document any solutions to recurring issues with any software/hardware.	01/07/2014	A web based ticketing system-this is already in place.
2	Create template documents on how to install certain software /hardware	Document any standard procedures of installing software or configuring new or existing hardware regularly.	01/07/2014	Storage space on the server and printing copy for hard-copy.
3	Track and document all APHRC software licences	Maintain a document of all software, their licences, to whomthe licence has been assigned to.e.t.c.	01/07/2014	Printing paper& Box file for filing any documentation.