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| Annual Performance Reflection | | | |
| |  |  |  |  | | --- | --- | --- | --- | | Name: | Jess Beattie |  |  | | |  |  | | --- | --- | | Manager/Supervisor: | Blair Doherty | | | |  |  | | --- | --- | | Date: | 3/05/2022 | |
| Overview: (What is the current operating context for the organisation/team?) | | | |
| Adjusting to a new life with Covid around – the new normal | | | |
| 1. **REFLECTION** | | 1. **CHANGES** | |
| Achievements against role requirements, annual goals and KPIs. How did you go? What went well? What didn’t?   |  | | --- | | * Figuring out a lot of issues by myself – even the ones that prove to be challenging. – have got into the habit of using Google for issues. * Been with company now for 2.5 years * Experienced being on call over the Christmas break x3 weeks – didn’t get many calls. * Continuing to learn more about Naxt stuff with the help of Sue, Maureen and Bradley. * Quite a bit of family issues going on – sometimes caused me stress at work and changed my mood. Now I am focused on my work and moving forward, staying positive etc * Didn’t get as much study done as I would have liked. Did do a bit of reading though and have been learning PowerShell – have created a couple of short scripts. * Lots of laptop builds – replacing old laptops to get them off the network * Loving the job and people – you never work a day in your life if you are doing something you love right? – It doesn’t feel like work because I am doing what I love – working in IT and with technology. * Created folders in Outlook to help organise emails | | | What changed throughout the year e.g. change in role, new work, changes to scope, different to original plan   |  | | --- | | * Kurt left and Steph moved into the Business Systems Engineer role – we then got new employees – helping with training them – sharing my reference guide which has been helpful for them. * Moved away from Touchpoint and went to Teams calling – makes things easier to work from home. * Covid – working from home/working in office roster to limit amount of people for social distancing. * Zendesk tickets were around 80-100 per person – now they are around 20-40 each with having a full team. | | |
| 1. **CLARITY** | | 1. **FORWARD FOCUS** | |
| What did you learn about yourself (new skills / stretch goals). What held you back? What would you do differently? How is the pressure?   |  | | --- | | * Pressure is a lot lower now that we have a full team on deck – tickets are manageable. * Always looking to find better ways of managing work. Eg. Have changed a setting in Outlook to keep emails showing as unread until I manually select “read” when I have actioned the email. – Easier to manage as opposed to just relying on Zendesk – replies are more visible by using Outlook. | | | Challenges for the year ahead: business/operational priorities, values/behaviours, main personal challenge   |  | | --- | | * Personal Health issues continue to be a challenge but is under control with a lot of medication and monitoring from the doctors. * Would like to learn Systems Admin stuff with Matt Williams to help further my knowledge and career. * Have set up a computer lab at home for practising things, PowerShell etc * Do lots of reading/study/video watching | | |
| Managers comments: (and checkback for shared understanding) | | | |
| Grown more confident and capable over this last year, and are on your way down a career path you enjoy, we are here to help you through the different steps (making training available support from other team members, etc). While you have had a lot of stress occurring to things out of your control you have found a healthy way to manage it. We are here to help you when you need with coming up with alternative working arrangements, working from home etc. | | | |