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| **Prepared By: (**Employees Name**): Jess Beattie**  **Position Title: Service Desk Analyst** | | | **Endorsed by: (**Manager’s Name**): Blair Doherty**  **Position Title: Service Desk Team Leader** | | | |
| **Function / Department: IT Service Desk** | | | **Date: 8/09/2020** | | | |
| **Career Goals**  **1. Career Objective:** | **Systems Administrator** | | | | | |
| **2. Career Focus:**  (For the year) | **Senior Service Desk Analyst** | | | | | |
| **Development Focus** (Key area of development) | **Expected Outcomes**  (How will you know when you have achieved this?) | **Action Plan** | | **Timeline** (Duration, start and end date) | **Review** | |
| **Individual** | **Manager** |
| ***Focus 1: Safety***  Safety/ Company systems  Personal safety  Improvement |  |  | |  |  |  |
| ***Focus 2: Customer***  Customer experience  Service standards  Improvement | Keeping ticket requesters up to date on progress so they know I have at least looked at their email. | Email requester if assistance will be needed from level 2/3, if the ticket has been escalated etc.  Using status on tickets to track SLAs | | Will review next month to see if it has been working well. |  |  |
| ***Focus 3: Financial***  Delivery of tasks  Use of resources  Process improvement  Cost savings |  |  | |  |  |  |
| ***Focus 4: Leadership***  Values & behaviours  Self-leadership & development  Teamwork & sharing  Relationships | Help build up Liam and Jacks knowledge base. | Continue to help Liam and Jack as much as I can with the knowledge I have and continue to get. Continue to add notes to my reference guide that they both have access to. | | Review your notes that have been added changed in the month. |  |  |
| ***Focus 5:***  ***Technical / Functional Competency***  Training  Online, face-to-face  External  Coaching / Mentor | Learn the basics of Powershell – be able to run commands for certain tasks and to retrieve info | Do the Powershell Getting Started course on Pluralsight – practice commands.  Then will review and find a new course to complete each month. | | 30th September |  |  |

[](https://apc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.terracat.co.nz%2F&data=02%7C01%7CService.Desk2%40goughgroup.co.nz%7C44d01cce58b24c1f3a3508d852edd1af%7C032a489f5a994eb9802ee762c33d5273%7C0%7C0%7C637350528665050029&sdata=nq9lqAgIQ6%2FqxKjwr0RUxKc4Ju8ZIcMCNF43uYS%2FNKU%3D&reserved=0) **Annual INDIVIDUAL DEVELOPMENT PLA**