CRIMSON SERVICE DESK

Tech II qualification Sheet

Any Tech who wishes to become a Tech II must have this sheet completely filled out before applying to be a Tech II. Any exceptions must be approved by a Coordinator or Manager. The best time to get your sheet filled out is during your shift when there is downtime. Try to avoid doing the entire sheet at once so that the Tech II's can continue to work on cases while observing your progress.

Tech Name: Peter Dowell

I have demonstrated the technical abilities to:

Task	Tech II Initials	Tech II Signature	Date
Format and install Windows OS	JG	*(signature)*	11/13
Format and install Mac OS	JG	*(signature)*	11/13
Working familiarity with a Linux distribution	A.T.	Ayub Tali	11/15
Restore backed up data to a machine	CL	*(signature)*	11/15
Scan a hard drive for damage (GWScan, Seagate Tools, Linux GSMART)	NB	*(signature)*	11-15
Leveraging boot keys for BIOS access	JG	*(signature)*	11/13
Boot from a USB flash drive	JG	*(signature)*	11/13
Solve an issue that falls under "general troubleshoot" (Overheating, booting, freezing, "my computer runs slow")	CL	*(signature)*	11/15
Backing data up to an external drive in Linux or via Target Disk Mode	NB	*(signature)*	11-15
Make bootable USBs from an ISO image	JG	*(signature)*	11/13
Find device manager and know how to completely remove drivers and where to find	CL	*(signature)*	11/15
Boot up a Mac/Windows computer into safe mode	CL	*(signature)*	11/15
Reformat our ID badge flash drives	NB	*(signature)*	11-15
Create bootable USB drives for various tools	CL	*(signature)*	11/15
Jira mastery (change queues, make appropriate notes, find cases)	CL	*(signature)*	11/15

In addition to the skills listed above, I have demonstrated:

Task	Coordinator Initials	Date
Being a peer leader and maintaining a floor presence		
Handling multiple customers/tickets/tasks successfully		
Punctuality and infrequent call-outs		
Detailed ticket documentation	_CH_	11/10/19

Coordinator Signature I: _____

Coordinator Signature II: _____

Coordinator Signature III: _____