



# Ryan Metcalfe

Technologist



2020-21

UCDSB

**Service  
Excellence  
Award**

Ryan Metcalfe is an award recipient for demonstrating all six qualities of Service Excellence in his role as a technologist at South Grenville District High School.

## **Culture of Care**

Ryan regularly demonstrates a culture of care in the way that he manages the myriad of requests for service that he receives from the staff and students at nine schools including South Grenville District High School, Maynard Public School, Wellington Public School, Centennial '67 Public School, South Edwardsburg Public School, TR Leger Prescott Site, Pineview Public School, Athens DHS and Naismith Memorial Public School. He is always rapidly responsive and considerate in his problem solving of any and all issues that arise.

## **Individualized Care**

Ryan demonstrates individualized care by giving his full attention to questions and concerns that he gets from staff and students. Recently, he took time out of a day, in which he was pre-booked and was already extremely busy, in order to help configure the device of a new employee so that she could have a smooth start on her first day.

## **Above and Beyond**

Ryan demonstrates above and beyond by making himself available to solve the multiple "quick question" or the "while you are here" questions that crop up from staff and students as soon as he signs into the school – many of which are in addition to the reason that he actually stopped by the school in the first place – and many of which are much more involved than the problem that he was coming to the school planning to resolve.

## **Recognized and Valued**

By taking the time to give each person focused attention, Ryan values and treats each and every person with respect.

## **Collaboration and Communication**

Ryan demonstrates collaboration and communication by discussing, planning and researching questions and concerns around the IT infrastructure of the school. He will frequently respond to even casual questions with a thoughtful, reflective and sometimes even a researched response, and propose a variety of solutions – with links!

## **Action Start to Finish**

Ryan always demonstrates from start to finish by unflinchingly following through on any task he is asked to undertake.

For his high level of service and willingness to share his expertise, the Upper Canada District School Board is proud to honour Ryan with a Service Excellence Award.