

**UNC Wilmington**  
**Business & Technology Applications Specialist**  
**Functional Competencies**  
**November 2004**

<b>Functional</b>	<b>Contributing</b>	<b>Journey</b>	<b>Advanced</b>
<i>Planning and Organizing</i>	Works independently on tasks, developing own work schedule and monitoring progress against defined parameters.	Organizes and follows complex and/or detailed technical procedures. Works independently and performs job with minimal supervision.	Independently manages project timelines, resources, staff and leads implementation efforts.
<i>Project Management</i>	Facilitates components of technical projects	Manages projects that require directing the work of others and with some latitude on actions and decisions.	Manages projects that include decision-making authority that directly impacts their direction, scope and outcome.
<i>Technical Knowledge</i>	Exhibits advanced knowledge of specialty area demonstrated by an understanding of and ability to apply the relevant principles and terminology.	Exhibits comprehensive knowledge of the specialty area demonstrated by an understanding and use of the relevant principles, theories and practices.	Exhibits expert knowledge of the work specialty demonstrated by an in-depth understanding and use of advanced principles, theories and practices.
<i>Technical Solution Development</i>	Works with own specialty with ability to integrate and coordinate elements within that specialty. Applies standard and nonstandard technology applications and explores and adapts changing technologies. Independently applies judgment to work assignments to achieve desired outcomes.	Integrates knowledge and skills from other specialties to address work assignments and problems of moderate complexity. Investigates, researches and implements new technologies in specialty or related area.	Demonstrates substantial knowledge of other work specialties with the ability to integrate this knowledge base to achieve solutions to problems of high complexity. Develops highly complex information technology systems. Recommends information technology solutions of a complex nature.
<i>Technical Support</i>	Independently resolves non-routine problems.	Performs and analyzes diagnostics on software and/or hardware.	Makes decisions for technical modifications to prevent future problems. Makes decisions based on weighing options and consequences.
<i>Consultancy Skills</i>	Acts as technical resource to others.	Consults with clients, technicians, and analysts to resolve technical problems.	Consults with clients, peers, and managers to proactively establish future technical direction.