

UNC Wilmington
Business & Technology Applications Technician
Functional Competencies
November 2004

Functional	Contributing	Journey	Advanced
Planning and Organizing	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.
Project Management	Serves as a productive project team member by completing assigned tasks.	Manages technical projects involving own work and under minimal supervision.	Manages projects that require directing the work of others with some latitude on actions or decisions.
Technical Knowledge	Exhibits basic knowledge of specialty work area demonstrated by an understanding of and ability to apply the fundamental standards and terminology associated with the work specialty.	Exhibits working knowledge of the specialty area demonstrated by applying an understanding of the general standards, skills, and practices associated with the specialty.	Exhibits advanced knowledge of the work area demonstrated by an in-depth understanding and application of advanced principles, theories and practices associated with the work specialty.
Technical Solution Development	Works with own specialty with limited ability to integrate and coordinate elements within that specialty. Demonstrates understanding of the technology and systems in place.	Integrates knowledge and skills from other specialties to address work assignments and problems of simple to moderate complexity. Supports technology applications and adapts to changing technologies. Independently applies technical judgment to work assignments to achieve desired outcomes.	Demonstrates substantial knowledge of other work specialties and the ability to integrate this knowledge base to achieve solutions to complex problems. Researches and puts into place new technologies in specialty or related area. Develops information technology systems or modules of a defined scope.
Technical Support	Solicits relevant information from customers in order to sufficiently describe problem to technical expert.	Proactively verifies problem resolution. Independently resolves routine and non-routine problems. Performs diagnostics on assigned software and/or hardware according to standard operating procedures.	Makes suggestions for technical modifications to prevent future problems. Makes decisions based on weighing options and consequences.
Consultancy Skills	N/A	N/A	Consults with customers, technicians, and analysts to resolve technical problems.