

**UNC Wilmington**  
**Information Technology Core Competencies**  
**November 2004**

<b>Core</b>	<b>Contributing</b>	<b>Journey</b>	<b>Advanced</b>
<i>Mission Contribution</i>	Understands basic operation of the functional unit and accurately describes menu of services to customers. Exhibits awareness and commitment to the mission and goals of the department. Learns and applies new procedures and technologies relevant to work.	Applies working knowledge of the organization roles and relationships to resolve issues. Conducts self assessment of service delivery to improve quality and to ensure consistency with organizational mission. Stays current on technology issues to provide effective and efficient service.	Evaluates and modifies departmental services to provide enhanced quality. Pursues new knowledge on a continuous basis and implements best practices of the profession. Ensures continuity in the execution of assigned mission with that of the department, division and university.
<i>Communication</i>	Conveys ideas on routine subjects clearly, both in writing and orally. Uses method of communication most appropriate to situation. Uses appropriate language and grammar when speaking or writing	Conveys ideas on non-routine subjects clearly and translates technical issues into understandable terms for users. Selects appropriate information and selects best method for disseminating technical knowledge to users. Communicates for listener comprehension and understanding.	Conveys complex and advanced technical knowledge in language that is understandable and appropriate for users. Provides expertise to assist users in articulating needs and clearly communicating technical solutions to address such needs. Understands underlying dynamics and the context of a situation and adapts communication accordingly.
<i>Customer Service</i>	Provides service to internal and external customers to satisfy their needs and expectations. Listens to concerns and resolves complaints effectively and promptly. Responds courteously in all interactions and provides timely assistance.	Takes on extra responsibilities to ensure customer satisfaction and prevent problems from occurring. Anticipates customer's needs and moves to effectively address issues. Promotes positive customer service attitude among peers to improve client satisfaction.	Seeks feedback from customers and service recipients to improve quality and design ways to exceed expectations. Establishes proactive relationship with customers. Includes providing education to clients as appropriate. Ensures positive customer relationships and mentors peers to guarantee customer satisfaction.
<i>Teamwork</i>	Demonstrates courtesy and respect when working with peers and clients in order to develop a positive working relationship. Participates and contributes to developing meaningful solutions for team. Accepts responsibility for personal actions and impact of actions on the team and participates in team efforts.	Plans and works on shared or joint projects and coordinates with others to achieve agreed upon outcomes. Recognizes and resolves issues that affect team performance. Solicits and applies feedback from others to improve performance and enhance team capacity.	Organizes and develops teams to build on individual strengths and coaches work group(s). Manages work conditions to foster team performance and prevent or resolve conflict. Analyzes team capacity and efforts to improve processes and achieve goals. Utilizes the power of group expertise for collaboration and creative problem solving.