

**UNC Wilmington  
Networking Analyst  
Functional Competencies  
November 2004**

<b>Functional</b>	<b>Contributing</b>	<b>Journey</b>	<b>Advanced</b>
<i>Planning and Organizing</i>	Organizes and follows detailed technical procedures. Works independently to complete tasks with general supervision.	Organizes and follows complex and/or detailed technical procedures. Works independently and performs job with minimal supervision.	Independently manages project timelines and resources. May be in a lead role and organize the work of others. Regularly assists management in establishing work standards and baselines.
<i>Project Management</i>	Serves as a productive member on a project team or manages a project task.	Manages projects that require directing the work of others but defers decision-making to supervisors. Anticipates project problems and takes action to avoid or manage problems.	Manages projects that require directing the work of others and with some latitude on actions or decisions. Develops project plan, manages milestones and drives project forward.
<i>Technical Knowledge</i>	Exhibits advanced working knowledge of the specialty area demonstrated by an understanding and use of the general principles and practices	Exhibits advanced working knowledge of the specialty area demonstrated by an understanding and use of the advanced principles and practices	Exhibits advanced/comprehensive knowledge of the specialty area demonstrated by an in-depth understanding and use of advanced principles, theories and practices
<i>Technical Solution Development</i>	Integrates knowledge and skills from other specialties to address work assignments and problems of simple to moderate complexity. Explores and adapts changing technologies. Independently applies technical judgment to work assignments	Integrates knowledge and skills from other specialties to address work assignments and problems of moderate complexity. Integrates changing technologies. Independently applies technical judgment to work assignments	Demonstrates substantial knowledge of other work specialties and the ability to integrate this knowledge base to achieve solutions to problems of high complexity. Researches and integrates new technologies in specialty or related area to improve processes. Develops highly complex information technology systems.
<i>Technical Support</i>	Independently resolves routine problems. Effectively uses available tools in problem solving and system diagnostics.	Independently resolves routine and non-routine problems. Performs diagnostics on assigned software and/or hardware according to standard operating procedures and best practices.	Makes suggestions for technical modifications to prevent future problems. Makes decisions based on weighing options and consequences. Serves as a key resource in solving problems.
<i>Consultancy Skills</i>	Proactively verifies resolution of client problems	Gathers and analyzes technical requirements from clients.	Consults with clients and high-level technicians and analysts to analyze and resolve technical problems. Builds client support of ITS objectives.