

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

<b>Functional</b>	<b>Contributing</b>	<b>Journey</b>	<b>Advanced</b>
<i>Planning and Organizing</i>	Organizes and follows complex and/or detailed technical procedures. Assists management in establishing work standards.	Independently manages multiple project timelines, resources, staff and leads implementation efforts.	Independently manages multiple project timelines, resources, and staff and leads implementation efforts. Provides leadership in long-term planning for the work unit.
<i>Project Management</i>	Manages projects that may require directing the work of others. Defers decision-making to supervisors.	Manages projects that require directing the work of others and with some latitude on actions or decisions.	Manages multiple projects that require directing the work of others and with decision-making authority on actions or decisions. Projects often involve significant changes to infrastructure or the implementation of emerging technologies.
<i>Technical Knowledge</i>	Exhibits advanced knowledge of the specialty area and general understanding of multiple areas demonstrated by an understanding and use of the general principles, theories and practices	Exhibits advanced/comprehensive knowledge of the work area demonstrated by an in-depth understanding and use of advanced principles, theories and practices. Considered a resource in a technical specialty area.	Exhibits in-depth knowledge of multiple specialties and a wide breadth of understanding of the field.
<i>Technical Solution Development</i>	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 thorough knowledge of other work specialties and the ability to integrate this knowledge base to achieve solutions to problems of high complexity. Investigates, researches and implements new technologies in specialty or related area to improve processes. Develops highly complex information technology systems.	Demonstrates in-depth knowledge of other work specialties and the ability to integrate this knowledge base to achieve solutions to problems of high complexity. Investigates, researches and implements new technologies in specialty or related area to improve processes. Develops highly complex information technology systems.
<i>Technical Support</i>	Makes suggestions for technical modifications to prevent future problems. Makes decisions based on weighing options and consequences.	Acts as a technical resource for Analysts and Technicians during advanced troubleshooting. Verifies proposed technical solutions for complex problems.	Acts as an expert technical resource for Analysts and Technicians during advanced troubleshooting. Verifies proposed technical solutions for complex problems.
<i>Consultancy Skills</i>	Consults with clients and high-level technicians and analysts to resolve problems. Consults with senior level decision makers to discuss alternative technical solutions and directions.	Consults with clients, high-level technicians, and analysts and peers to resolve problems. Consults with senior level decision makers to develop long range strategies. Builds client support of ITS objectives.	Consults with clients, high-level technicians, analysts and peers to resolve problems. Provides expertise and consulting to committees, boards and/or the CIO.