

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

<b>Functional</b>	<b>Contributing</b>	<b>Journey</b>	<b>Advanced</b>
<i>Planning and Organizing</i>	Works independently to complete assigned tasks. Monitors progress against defined parameters.	Organizes and follows detailed technical procedures. Able to adapt to changes in priorities. Works independently, but still requires some supervision	Organizes and follows detailed technical procedures. Works independently and completes job with minimal supervision.
<i>Project Management</i>	Contributes ideas to solve project goals.	Thinks through project alternatives and helps turn ideas into outcomes.	Manages projects. Develops project plans.
<i>Technical Knowledge</i>	Exhibits basic knowledge of specialty work area demonstrated by applying basic principles and terminology	Exhibits working knowledge of the specialty area demonstrated by applying the use of the basic principles and practices	Exhibits advanced knowledge of the specialty area demonstrated by applying the use of advanced principles and practices
<i>Technical Solution Development</i>	Works with own specialty with limited ability to integrate and coordinate elements within that specialty. Understands the standard technology and systems in place and has the capability of supporting the operation of this technology.	Works with own specialty and has ability to integrate and coordinate with other specialists. Demonstrates application of the technology.	Integrates knowledge and skills from other specialties to address work assignments and problems of simple to moderate complexity. Applies standard technology applications and learns changing technologies. Independently applies technical judgment to work assignments to achieve desired outcomes.
<i>Technical Support</i>	Solves routine problems and solicits relevant information from client in order to sufficiently describe and escalate advanced problems to the appropriate person.	Solves routine and advanced problems with little help from technical expert.	Independently resolves routine and non-routine problems. Performs diagnostics on assigned software and/or hardware according to standard operating procedures.
<i>Consultancy Skills</i>	N/A	Proactively seeks solutions for users based on observations and interaction.	Performs formal assessments of user needs and recommends solutions to senior level decision makers.