

**UNC Wilmington
Technology Support Technician
Functional Competencies
November 2004**

Functional	Contributing	Journey	Advanced
<i>Planning and Organizing</i>	Works independently on routine/non-complex 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.	Leads ad hoc work groups to analyze problems, develop solutions, and communicate solutions effectively. Identifies need for training in new technology or for reoccurring problems, either technical or procedural.
<i>Project Management</i>	Serves as a productive project team member by completing assigned tasks.	Manages technical projects involving own work and under minimal supervision. May serve as a project team member and make recommendations for routine problem solutions.	May lead projects that require directing the work of others and with some latitude on actions or decisions. May manage timelines and resources, and may lead implementation efforts to completion. May serve on a project team as an expert in a specialty area or work.
<i>Technical Knowledge</i>	Exhibits basic knowledge of technology principles and terminology associated with the work unit. Understanding of basic troubleshooting techniques and principles.	Exhibits working knowledge as demonstrated by an understanding and use of the general principles, theories and practices pertinent to area of responsibility. Ability to apply a broad working knowledge in a specialty area within a work unit. May serve as a mentor to contributing technician(s).	Exhibits advanced knowledge as demonstrated by an in-depth understanding and use of general principles, theories and practices pertinent to the area of responsibility. Serves as a technical expert in a specialty area. Serves as a technical resource for other technicians, inclusive of training.
<i>Technical Solution Development</i>	May serve as a technical resource for basic solutions to clients.	Documents solutions that solve client problems and clearly presents these solutions. Identifies and understands reoccurring problems and recommends solutions.	Exhibits knowledge of other work specialties and the ability to integrate this knowledge to develop and communicate solutions. Resolves complex problem within a work area.
<i>Technical Support</i>	Resolves routine problems based on existing documentation, training, resources, etc. Solicits relevant information from client in order to sufficiently describe non-routine problems to technical expert, and effectively communicate solution to client.	Independently resolves routine and some non-routine problems through standard troubleshooting procedures. Able to perform routine diagnostics and/or configurations on assigned software and/or hardware according to standard operating procedures. Demonstrates ability to document solutions that solve client problems and to clearly present these solutions. Ability to determine appropriate solution through in-depth analytical process.	Identifies trends and makes suggestions for technical modifications to prevent existing problems. Makes decisions based on weighing options and consequences. Exhibits knowledge of other work specialties and the ability to integrate this knowledge to develop and communicate solutions.
<i>Consultancy Skills</i>	Determines client needs and effectively communicates back to technical experts	Consults with clients and other technicians, specialists, and analysts to resolve technical problems. Proactively verifies problem resolution.	Consults with clients and other specialists and analysts to resolve technical problems and ensure customer satisfaction