

UNC Wilmington
Operations and Systems Analyst
Functional Competencies
November 2004

Functional	Contributing	Journey	Advanced
<i>Planning and Organizing</i>	Works independently to complete tasks with general supervision. Monitors progress against defined parameters. Understands task required in job and takes ownerships to complete tasks,	Organizes and follows complex and/or detailed technical procedures. Applies technical judgment to plan and organize tasks to achieve desired outcomes.	Plans task timelines and use of resources. May provide day-to-day planning and organizing the work of others.
<i>Project Management</i>	Serves as a productive team member on a project or manages a project task.	Manages technical projects involving own work. Participates productively in project planning.	Manages projects that require directing the work of others and with some latitude on actions or decisions.
<i>Technical Knowledge</i>	Demonstrates knowledge of specialty work area through an understanding of and ability to apply the principles and terminology	Exhibits thorough knowledge of the specialty area demonstrated by an understanding and use of the principles, theories and practices	Exhibits advanced knowledge of the work area demonstrated by a comprehensive understanding and use of advanced principles, theories and practices.
<i>Technical Solution Development</i>	Works with own specialty with ability to integrate and coordinate elements within that specialty. Understands the standard technology and systems in place and is capable of supporting the operation of this technology. Demonstrates sound technical judgment.	Integrates knowledge and skills from others to address work assignments and problems. Applies and/or adapts new technologies. Interacts with hardware and software vendors as appropriate to solve problems.	Possesses substantial knowledge of other work specialties and integrates this knowledge base to achieve solutions to problems of high complexity. Investigates, researches and implements new technologies in specialty or related areas. Assists in the design of highly complex information technology systems. Implements complex information technology systems.
<i>Technical Support</i>	Solicits relevant information from client in order to address the problem.	Performs diagnostics on assigned technologies. Independently resolves problems.	Develops solutions for technical modifications to solve existing or prevent future problems. Makes decisions based on weighing options and consequences.
<i>Consultancy Skills</i>	Determines client needs and effectively communicates back to technical experts. Acts as technical resource to others within work specialty.	Consults with clients and higher-level technicians and analysts to resolve technical problems and ensure client satisfaction. Proactively verifies problem resolution.	Consults with clients to develop solutions. Consults with senior level decision makers to develop long range strategies. Builds client support of ITS objectives.