

**UNC Wilmington**  
**Operations and Systems Specialist**  
**Functional Competencies**  
**November 2004**

<b>Functional</b>	<b>Contributing</b>	<b>Journey</b>	<b>Advanced</b>
<i>Planning and Organizing</i>	Develops own work schedule and monitors progress against defined parameters. Assist management in establishing work standards.	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. Provides leadership in long-term planning for the work unit.
<i>Project Management</i>	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. Manages and/or develops projects.	Manages high impact projects that require directing the work of others. May have final technical decision responsibility. Manages and/or develops projects. Projects often involve significant changes to infrastructure or the implementation of emerging technologies.
<i>Technical Knowledge</i>	Exhibits thorough knowledge of the specialty area demonstrated by an understanding and use of the principles, theories and practices	Exhibits comprehensive knowledge of the specialty area demonstrated by an understanding and use of the principles, theories and practices	Exhibits advanced knowledge as demonstrated by an in-depth understanding and application of principles, theories and practices pertinent to the organization and/or enterprise.
<i>Technical Solution Development</i>	Works within own specialty with ability to integrate and coordinate elements of that specialty. Demonstrates thorough knowledge of technologies and systems in place and is capable of supporting these technologies. Independently applies technical judgment to work assignments to achieve desired outcomes. Interacts with hardware and software vendors as appropriate to solve problems.	Integrates knowledge and skills from a range of technologies to address work assignments and problems of moderate complexity. Researches and implements appropriate new technologies.	Demonstrates substantial knowledge of other technologies and the ability to integrate this knowledge to achieve solutions to problems of high complexity. Develops and/or implements highly complex information technology solutions to enhance enterprise success.
<i>Technical Support</i>	Independently resolves non-routine problems. Performs diagnostics on a variety of software and/or hardware	Independently resolves problems through advanced systems analysis and troubleshooting procedures.	Identifies trends and makes suggestions for technical modifications to solve existing and anticipate future problems. Makes decisions based on weighing options and consequences.
<i>Consultancy Skills</i>	Acts as technical resource to others.	Analyzes and assesses client needs to develop effective and appropriate solutions.	Consults with other specialists, analysts, technicians, and vendors to develop solutions using new or existing technologies.