

UNC Wilmington
Operations and Systems Technician
Functional Competencies
November 2004

Functional	Contributing	Journey	Advanced
<i>Planning and Organizing</i>	Works independently to complete tasks, Understands tasks required in job and takes ownership to complete tasks. Monitors progress against defined parameters.	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 leadership in planning and organizing the work of other technicians.
<i>Project Management</i>	Serves as a productive member on a project team by completing assigned tasks.	Manages technical projects involving own work.	Manages projects that require directing the work of others and with some latitude on actions or decisions.
<i>Technical Knowledge</i>	Exhibits basic knowledge of specialty work area demonstrated by an understanding of and ability to apply the general principles and terminology	Exhibits working knowledge of the specialty area demonstrated by an understanding and application of the general principles, theories and practices	Exhibits advanced/comprehensive knowledge of the work area demonstrated by an in-depth understanding and application of advanced principles, theories and practices
<i>Technical Solution Development</i>	Works within own specialty with limited ability to integrate and coordinate other specialties. Understands the standard technology and systems in place and is capable of supporting the operation of this technology. Demonstrates sound technical judgment and initiative.	Integrates knowledge and skills from others to address work assignments and resolve problems of simple to moderate complexity. Adapts to changing technologies.	Possesses substantial knowledge of other work specialties and integrates this knowledge base to achieve solutions to problems of high complexity. Develops or integrates highly complex information technology systems.
<i>Technical Support</i>	Solicits relevant information from client in order to sufficiently describe problem to technical expert.	Performs diagnostics on assigned technology(s) according to standard operating procedures. Independently resolves routine and non-routine problems.	Makes suggestions for technical modifications to prevent future problems. Makes decisions based on weighing options and consequences.
<i>Consultancy Skills</i>	N/A	N/A	Consults with peers, analysts, and specialists to resolve technical problems.