

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

<b>Functional</b>	<b>Contributing</b>	<b>Journey</b>	<b>Advanced</b>
<i>Planning and Organizing</i>	Works independently on tasks, develops own work schedule and monitors progress against defined parameters. Performs job with minimal supervision.	Organizes and follows complex and/or detailed technical procedures. Works well independently and with teams.	Creates ad hoc work groups to analyze problems, develop solutions, and communicate solutions effectively. Participates in planning for the organization.
<i>Project Management</i>	Serves as a productive project team member through timely completion of assigned tasks.	Manages technical projects involving own work and under minimal supervision. Demonstrates initiative in solving problems associated with projects and daily work.	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.
<i>Technical Knowledge</i>	Demonstrates knowledge of technology principles and terminology associated with the work unit and area of responsibility.	Demonstrates substantial working knowledge as demonstrated by an understanding and use of the principles, theories and practices pertinent to area of responsibility. May mentor or train peers and others.	Demonstrates comprehensive knowledge as demonstrated by an in-depth understanding and use of principles, theories and practices pertinent to the organization.
<i>Technical Solution Development</i>	Works within own specialty with ability to integrate and coordinate elements of that specialty. Demonstrates working knowledge of technologies and systems in place with the capability of supporting these technologies.	Documents solutions that solve client problems and clearly presents these solutions. Integrates knowledge and skills from a range of technologies to address work assignments. Implements appropriate technologies.	Demonstrates knowledge of other work specialties and the ability to integrate this knowledge to develop and communicate solutions. Develops and/or implements information technology solutions to enhance organizational success
<i>Technical Support</i>	Resolves routine problems. 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 non-routine problems. Troubleshoots problems and performs diagnostics on software and/or hardware. Interacts with hardware and software vendors as appropriate to solve problems.	Identifies trends and makes suggestions for technical modifications to solve future problems. Contributes to 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 other IT professionals to resolve technical problems and ensure client satisfaction. Proactively verifies problem resolution.	Analyzes and assesses client needs to develop effective and appropriate solutions.