

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

Functional	Contributing	Journey	Advanced
<i>Planning and Organizing</i>	Manages tasks independently, develops own work schedule and monitors progress against defined parameters with minimal supervision. Effectively contributes to planning within specialty.	Organizes and follows complex and/or detailed technical procedures. Provides leadership and planning for organization.	Provides leadership and long-term planning for enterprise. Creates ad hoc work groups to analyze problems, develop solutions, and communicate solutions effectively.
<i>Project Management</i>	Actively participates to ensure project success. Completes project responsibilities independently and effectively.	Manages technical projects of varying scale under minimal supervision. Demonstrates initiative in solving unexpected problems associated with projects and daily work.	Leads projects that require directing the work of others with some latitude on actions or decisions. Manages timelines, resources and personnel (internal staff and contractors), and leads implementation efforts to completion.
<i>Technical Knowledge</i>	Demonstrates thorough knowledge of technology principles and terminology associated with the area of responsibility.	Demonstrates comprehensive knowledge as demonstrated by an understanding and use of the principles, theories and practices pertinent to the area of responsibility. May mentor or train peers and others.	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 with the capability 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 a variety of technologies with the ability to integrate this knowledge to develop and communicate innovative and effective solutions to complex problems to enhance enterprise success.
<i>Technical Support</i>	Independently resolves non-routine problems. Able to perform diagnostics on a variety of software and/or hardware.	Independently resolves problems through advanced systems analysis and troubleshooting procedures.	Identifies emerging trends and issues 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 clients, peers and/or other IT professionals to develop requirements, solve problems and/or proactively establish technical directions. Interacts with broad

			range of representatives to solve enterprise-level problems.
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