



The University of North Carolina Wilmington

### Specialty Trades Technician Competency Profile

**DESCRIPTION OF WORK:** Positions in this class perform a variety of tasks ranging from skilled to highly skilled work in the maintenance, repair, placement, fabrication, installation, construction and design of precision instruments, glassware, and unique/specialized equipment. Some positions primarily perform trades work in a specialty area while others will perform tasks requiring specialized skills in multiple trades. Employees may operate a variety of testing/analytical equipment and maintain preventive maintenance inspections. Standard operational guidelines and shop safety procedures are typically established and employees apply technical knowledge and skills, occasionally modifying standard practice and procedures due to unusual situations.

#### ROLE DESCRIPTIONS BY COMPETENCY LEVEL

CONTRIBUTING	JOURNEY	ADVANCED
Employees at this level typically perform preventive maintenance and repair of instruments and equipment. May include fabrication, construction, calibration, and replacement to a variety of parts.	Employees at this level assist in designing special instruments and apparatus, construct such equipment by fabricating and assembling component parts and assist in testing and analyzing equipment.	Employees at this level are responsible for calibrations, maintenance and repair of existing equipment and of new specialized equipments. May include design, developing, and construction to specialized equipment.

Competency	Definition
<b>Knowledge – Technical</b>	Possession of a designated level of technical skill or knowledge in a specific technical area(s) and keeps up with current developments and trends in areas of expertise. May be acquired through academic, apprenticeship or on-the-job training or a combination of these.
<b>Problem Solving</b>	Ability to identify problems, determines possible solutions, and actively works to resolve the issues.
<b>Safety and Health Management</b>	Ability to demonstrate an understanding of applicable policies and procedures. Ability to maintain conditions that ensures a healthy and safe working environment.
<b>Client/Customer Service</b>	Ability to develop and maintain strong relationships with clients or customers(those for whom services are rendered) by listening to the client/customer and understanding and responding to identified need.

Competency	Contributing	Journey	Advanced
<b>Knowledge-Technical</b>	<p>Performs routine tasks, maintenance, and/or repairs machines, instruments, and tools. Reads and interpret design specifications and maintenance manuals.</p> <p>Teaches/instructs others on the use of equipment.</p>	<p>Performs non-standard maintenance and/or repair task using machines, instruments tools and equipment for standard and/or specialized equipment. Reads and interprets complex design specifications. May lead and/or mentor lower level technicians.</p> <p>Plans procedures to be followed in constructing and assembling process.</p>	<p>Performs non-standard and/or complex tasks, maintenance and/or repair using machines, instruments, and tools of standard and specialized equipment. Considerable knowledge of research techniques applicable to the design and construction of experimental instruments. May supervise lower level technicians and/or serve as a technical resource for unit.</p>
<b>Problem Solving</b>	<p>Follows instruction or standard operation procedures for assigned tasks. Asks for clarification of instructions as needed. Performs tasks completely and accurately. Checks work for mistake prior to handling testing equipment.</p> <p>Identifies and resolves standard/routine problems with equipment through routine inspection and preventive maintenance/testing, after system/equipment failure, or when updating equipment with new technologies. Operates standard equipment to troubleshoot and make repairs.</p>	<p>Ensures work meets service standards according to manuals. Check and re-check completion of work.</p> <p>Ability to make adjustments to assure required tolerance level is met.</p> <p>Repairs standard machine, instrument tools and equipment by fabricating or replacing parts; calibrates to required standards.</p>	<p>Independently takes necessary actions to ensure service standards and procedures are followed when handling testing equipment.</p>

<b>Competency</b>	<b>Contributing</b>	<b>Journey</b>	<b>Advanced</b>
<b>Safety and Health Management</b>	Performs tasks and duties safely to avoid danger to self and others. Follows applicable regulations, codes. Identifies and informs supervisor of potential safety problems. Warns others of potential hazards. Uses appropriate protective equipment following established protocols. Incorporates accident prevention and corrective measures in work related activities. Follows appropriate post-emergency procedures.	Complies with applicable regulated safety codes and guidelines. Takes safety precautions to assure the safety of self and others.	Complies with applicable regulated safety codes and guidelines. Must ascertain that all personnel and property are protected while required task are being performed.
<b>Client -Customer Service</b>	Promptly and attentively responds to customer requests within established parameters and time frames. Performs work in the least disruptive manner possible to customers. Demonstrates courteous actions and follows the organization's established protocol for customer service.	Anticipates, identifies and understands customer's service needs. Checks with customers to ensure repair or solution meets requirements.	Confers with client regarding requirements. Makes recommendations to improve service delivery based on customer feedback.