

Competency Level Descriptions  
Business and Technology Applications Specialist

<b>Functional</b>	<b>Contributing</b>	<b>Journey</b>	<b>Advanced</b>
<b>Planning and Organizing</b>	Regularly assists management in establishing work standards, standard processes and references.	May provides regular day-to-day planning and organizing the work of others.  Reorganizes work assignments of other employees and adapts their workload, if necessary to unanticipated changes.	Provides leadership in long-term planning for the work unit.
<b>Project Management</b>	Manages projects of medium complexity.  Develops project plan, manages milestones and drives project forward.  Accountable for keeping project on track. Anticipates project problems and leads collaboration to avoid or manage problems.	Leads complex projects involving multiple staff across specialty areas.  Independently manages project timelines, resources, staff and leads implementation efforts.	Manages complex projects that have high impact. Projects often involve significant changes to infrastructure or involve the implementation of emerging technologies.
<b>Technical Knowledge</b>	Experienced technical resource. Programs complex routines. Typically has significant expertise and experience.  Uses detail understanding of technical issues and theories to provide direction for analyst level staff.	Frequently works at the highest technical level of applications systems analysis and programming.  Uses detailed understanding of technical issues to design architecture for stable technologies.	Works at the highest technical level of applications systems analysis and programming.  Top level technical expert in highly specialized area of applications systems analysis and programming.  Uses detailed understanding of technical issues to design architecture for new or emerging technologies.  Uses detailed understanding of technical, substantive, and methodological issues and theories to direction for technical staff.
<b>Technical Solution Development</b>	Devises or modifies procedures to solve moderate to complex problems considering computer equipment capacity and limitations.	Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations.	Provides technical leadership on complex projects.  Demonstrates substantial knowledge

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<b><i>Functional</i></b>	<b>Contributing</b>  Applies standard and nonstandard technology applications and explores and adapts changing technologies.  Independently applies judgment to technical work assignments to achieve desired outcomes.	<b>Journey</b>  Regularly provides guidance and suggestions to less experienced analysts/programmers.  Investigates, researches and implements new technologies in specialty or related area.	<b>Advanced</b>  of other work specialties with the ability to integrate this knowledge base to achieve solutions to problems of high complexity.  Develops highly complex information technology systems.  Recommends information technology solutions of a complex nature.
<b><i>Technical Support</i></b>	<p>Recommends methods of resolving problems to lower level analysts or client representatives.</p> <p>Serves as a key resource in solving problems of medium to high complexity.</p> <p>Independently resolves non-routine problems.</p>	<p>Serves as a technical resource in solving problems of high complexity.</p>	<p>Develops solutions that impact multiple customers/applications or are used at the enterprise level including statewide architecture.</p>
<b><i>Consultancy Skills</i></b>	<p>Provides consultation on issues and requests from clients that require the implementation or creation of a custom solution.</p> <p>Consults with senior level decision-makers to discuss alternative technical solutions.</p>	<p>Understands the market, industry and competitors that have an impact on the customer's business.</p> <p>Consults with senior level decision-makers, on an on-going basis, to develop long-range strategic alternatives.</p> <p>Builds client support of ITS objectives.</p>	<p>Understands the market and industry that have an impact on the state's technological business.</p> <p>Regularly provides expertise and consulting to committees, boards and lower level technical analyst/specialist. .</p>