Functional	**Contributing**	**Journey**	**Advanced**
Planning and Organizing	Understands tasks required in job and takes ownership to complete tasks. Takes initiative to plan and organize daily activities and tasks. Able to work independently to complete tasks. Able to stay on task.	Sets priorities and knows when priorities need to be changed. Works independently and manages job with minimal supervision. Able to adapt own work to unanticipated changes.	Provides regular leadership in planning and organizing the work of others. Reorganizes work assignments of other employees and adapts work of others to unanticipated changes. Able to organize and follow complex and detailed technical procedures
Project Management	Serves as a productive team member on a project team by completing assigned tasks. Contributes ideas to solve project goals.	As a team member regularly helps develop solutions to meet the needs of the group. Thinks through project alternatives and helps turn ideas into outcomes. Helps develop project/solutions in assigned area.	Manages technical projects involving work of others. Develops project plan. Responsible for completing significant piece of a large project. Independently manages project timelines, resources, staff and leads implementation efforts in less complex technology area.
Technical Knowledge	Exhibits basic knowledge of specialty work area demonstrated by an understanding of and the ability to apply the fundamental standards and terminology associated with the work specialty. Possesses basic knowledge of specialty work area and requires regular supervision to complete projects.	Exhibits working knowledge of specialty work area demonstrated by applying an understanding of the general standards, skills and practices associated with the specialty. Understands theory behind applications systems analysis and programming and requires regular guidance to complete projects.	Understands theory behind applications systems analysis and programming and requires occasional guidance to complete projects. Understands impact of new technologies on current systems. Experienced technical resource to technicians. Programs complex routines.

| Functional

Technical Solution Development | **Contributing**
Can follow written directions to implement solution but does not design custom solutions.

Demonstrates an understanding of the technology and systems in place. | **Journey**
Follows standard operating procedures to implement routine solutions of low to medium complexity for customer

Develops logical flow of simple applications. Designs input/output and file specifications.

Able to evaluate code and its functionality and recommend or make changes to improve performance of simple applications.

Devises or modifies procedures to solve low to medium complex problems.

Customer parameters often vary but can be addressed within standard procedures.

Integrates knowledge and skills from other specialties to address work assignments and problems of simple to medium complexity. | **Advanced**
Follows standard operating procedures to implement routine solutions of medium to high complexity for customer

May occasionally assess and design solutions that cannot be designed by standard operating procedures.

Devises or modifies procedures to solve moderate to complex problems considering computer equipment capacity and limitations.

Develops information technology systems or modules of a limited scope. |
| **Technical Support** | Applies a methodical and logical approach to problem solving.

Resolves routine problems.

Seeks out advanced level support to assist as needed.

Independently resolves routine problems in one speciality area.

Able to troubleshoot problems by probing user for information relevant to solving problem based on standard operating procedure or script. | Resolves some non-routine problems.

Applies technical understanding to resolution of problems of medium complexity.

Spots trends in reoccurring problems and assists in developing solution. | Recommends methods of resolving problems to lower level technicians or client representatives.

Serves as a key resource in solving problems of medium to high complexity for other technicians.

Makes decisions based on weighing options and consequences.

Develops solutions that address the root cause of the problem and not the symptom.

Make suggestions for technical |

Functional	Contributing	Journey	Advanced
	Able to perform limited diagnostics on assigned hardware and software. Able to appropriately describe information provided by customer for higher technical support, if necessary.		modifications to prevent future problems.
Consultancy Skills	N/A	Understands user needs may be met with minor modifications to existing solutions based on an on-going customer. Understands the customer's needs and resource limitations in order to provide appropriate services to customer.	Performs formal assessments of user needs and can recommend small scale solutions to meet customer need. Provides consultation on issues and requests from customers that require the implementation or creation of a custom solution. Consults with senior level decision-makers, on an ongoing basis, to discuss alternative technical solutions.