

<b>Functional</b>	<b>Contributing</b>	<b>Journey</b>	<b>Advanced</b>
<b><i>Planning and Organizing</i></b>	<p>Understands tasks required in job and regularly takes ownership to complete tasks.</p> <p>Takes initiative to plan and organize daily activities and tasks.</p> <p>Able to work independently to complete tasks. Able to stay on task.</p>	<p>Sets priorities and knows when priorities need to be changed.</p> <p>Works independently and manages job with minimal supervision. Able to adapt own work in unanticipated changes.</p> <p>Assists management in designing work flow processes and standard work references</p>	<p>Provides regular leadership in planning and organizing the work of others.</p> <p>Reorganizes work assignments of other employees and adapts work of others to unanticipated changes.</p> <p>Demonstrates competency to work without supervision.</p>
<b><i>Project Management</i></b>	<p>Serves as a productive team member on a smaller, less complex project team by completing assigned tasks.</p> <p>Follows processes and follows through until appropriate approvals.</p> <p>Contributes ideas to solve project goals.</p>	<p>As a team member regularly helps develop solutions to meet the needs of the group.</p> <p>Thinks through project alternatives and helps turn ideas into outcomes.</p> <p>Responsible for completing significant piece of a large project.</p>	<p>Manages technical projects involving work of others. Develops project plan.</p>
<b><i>Technical Knowledge</i></b>	<p>Understands components of voice-related hardware, software and network.</p> <p>Understands isolated functions of a network, or the functions of a simple network, to resolve limited technical problems.</p> <p>Possesses basic knowledge of specialty work area and requires regular supervision to complete projects.</p>	<p>Understand functioning of multiple mainframe applications and their interface with mainframe host and printer.</p> <p>Employee able to independently manage a console in order to maintain the integrity of the network.</p> <p>Understands the integration of operating systems and platforms.</p> <p>Understands relationships in data network design.</p> <p>Understand operation of network hardware and software. Able to understand functional system integration issues.</p> <p>Demonstrates working knowledge of specialty work area and requires occasional supervision to complete projects.</p>	<p>Requires detailed understanding of network infrastructure.</p> <p>Configures SNA controllers, routers, DSUs, encryptors, and other multi-vendor network equipment.</p> <p>Understands impact of new technologies on current systems</p>

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<b><i>Technical Solution Development</i></b>	<p>Can follow written directions to implement solution but does not design custom solutions.</p> <p>Follows standard operating procedures to implement routine solutions of low complexity for customer.</p> <p>Understands the standard technology and systems in place and has the capability of supporting the operation of this technology.</p>	<p>Follows standard operating procedures to implement solutions of medium complexity. Solutions may involve limited customization.</p> <p>Able to understand the impact of one component/ function on another.</p> <p>Customer parameters often vary but can be addressed within standard procedures.</p> <p>Works with own specialty and has ability to integrate and coordinate with other specialists.</p>	<p>Follows standard operating procedures to implement solutions of the highest complexity.</p> <p>May occasionally assess and design solutions that cannot be designed by standard operating procedures.</p> <p>Independently applies technical judgment to work assignments to achieve desired outcomes.</p>
<b><i>Technical Support</i></b>	<p>Independently resolves routine problems in one specialty area.</p> <p>Able to troubleshoot problems by probing user for information relevant to solving problem based on standard operating procedure or script.</p> <p>Able to perform limited diagnostics on assigned software and hardware.</p> <p>Able to appropriately describe information provided by customer for escalation, if necessary.</p>	<p>Independently resolves routine problems in multiple specialty areas.</p> <p>Diagnoses routine problems based on understanding of components of technology (not just based on script).</p> <p>Diagnoses mostly non-routine problems in one specialty area.</p> <p>Spots trends in reoccurring problems and assists in developing solution.</p>	<p>Applies technical understanding to resolution of problems of high complexity.</p> <p>Develops solutions that address the root cause of the problem and not the symptom.</p> <p>Make suggestions for technical modifications to prevent future problems.</p> <p>Able to make decisions on appropriate course of action for unique problems.</p>
<b><i>Consultancy Skills</i></b>	N/A	<p>Understands how user needs may be met with minor modifications of existing solutions based on an on-going customer relationship.</p> <p>Builds on-going partnerships with customers.</p> <p>Meets with customers to discuss alternative technical solutions.</p>	<p>Performs formal assessments of user needs and can recommend small-scale solutions to meet customer need.</p> <p>Consults with senior level decision-makers, on an on-going basis, to discuss alternative technical solutions.</p>