

<i>Functional</i>	Contributing	Journey	Advanced
<i>Planning and Organizing</i>	<p>Understands tasks required in job and 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 work to unanticipated changes.</p> <p>Regularly assists management in establishing work standards, standard processes and references.</p>	<p>Provides regular day-to-day planning and organizing the work of others.</p> <p>Reorganizes work assignments of other technicians and/or analyst and adapts their workload, if necessary, to unanticipated changes.</p>
<i>Project Management</i>	<p>Serves as a productive team member on a project team or manages a project task.</p> <p>Substantively contributes to project meetings.</p> <p>Follows agency processes and approvals for projects.</p>	<p>Manages one module of a larger project or responsible for projects of limited complexity including software installation and migration.</p> <p>Develops project plan, manages milestones and drives project forward for projects of limited complexity.</p> <p>Accountable for keeping project of smaller size on track.</p>	<p>Manages complex projects. Includes software installation and migration.</p> <p>May manage timelines and resources, and may lead implementation efforts to completion.</p>
<i>Technical Knowledge</i>	<p>Able to apply basic programming concepts to JCL.</p> <p>Understands software installation concepts.</p>	<p>Carries out testing of new and upgraded software packages.</p> <p>Understands automated operations or storage management practices.</p> <p>Modifies moderately complex operating systems software. Assists with design, coding and debugging.</p>	<p>Modifies complex operating software programming. Able to make sophisticated modifications.</p> <p>In-depth knowledge of automated operations or storage management software and its functioning related to other software.</p>
<i>Technical Solution Development</i>	<p>Assess available technologies and recommends solutions for work that is characterized by a limited number of user objectives and relatively stable work functions.</p>	<p>Assists in developing standards and procedures for automated operations and storage management methodologies to prevent operational problems or makes recommendations for enhancements or changes to improve system operation.</p>	<p>Develops advanced solutions to improve operational performance</p> <p>Assesses impact of new technologies on current systems.</p> <p>Identifies trends in reoccurring problems and develops appropriate</p>

<i>Functional</i>	Contributing	Journey Understands viability of alternative technical solutions and can present information to the client.	Advanced solution. Possesses substantial knowledge of other work specialties and integrates this knowledge base to achieve solutions to problems of high complexity. Interacts with hardware and software vendors as appropriate to solve problems.
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Technical Support	<p>Resolves routine operational problems referred from technicians.</p> <p>Effectively uses available tools in problem solving and systems analysis.</p> <p>Seeks out advanced level support to assist as needed.</p> <p>Able to solicit relevant information from client in order to sufficiently describe non-routine problems to technical expert, and effectively communicate solution to client.</p>	<p>Resolves routine and some non-routine problems.</p> <p>Understands underlying issues related to client problem and takes action to prevent future occurrences.</p>	<p>Negotiates time and priorities with vendors to achieve problem resolution</p> <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>Capable of developing and/or implementing information technology solutions to enhance organizational success</p>
Consultancy Skills	<p>Understands user needs through discussion with customer.</p> <p>Able to convey technical information to client and promote understanding of relevant issues.</p>	<p>Understands user requirements that impact current systems.</p> <p>Builds on-going partnerships with clients.</p> <p>Relays information to clients regarding the resolution plans for their problems.</p>	<p>Provides consultation on issues and requests from clients that require the implementation or creation of a custom solution.</p> <p>Understands the market and industry 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>