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.	Ability to set priorities and know when priorities need to be changed. Works independently and manages job without supervision. Able to organize and follow moderately complex and/or detailed technical procedures.	Provides leadership in planning and organizes the work of other technicians. Ability to independently reorganize work plans of other employees and adapt due to unanticipated changes (contingency planning).
Project Management	Serves as a productive member on a project team by completing assigned tasks.	Helps develop project/problem solutions in assigned area. Manages technical projects involving own work.	Manages projects that require directing the work of others.
Technical Knowledge	Verifies/monitors proper functioning of simple computer operations. Able to issue standard computer commands to perform job.	Able to operate variety of computer and peripheral equipment. Understands a wide variety of commands to control operation of computer and peripherals. Able to respond with appropriate command. Understands routine functions of mainframe computer and associated hardware. Understands routine functions of mainframe computer and is able to: • Monitor IMS transactions • Use routine commands to maintain computer operations.	Understands non-routine functions of mainframe computer and associated hardware. Able to perform complex operational procedures including operation of more complex peripherals. In-depth knowledge of computer center operations.

Functional	Contributing	Journey	Advanced
Technical Solution Development	Not typically involved in solutions development. Understands the standard technology and systems in place and is capable of supporting the operation of this technology.	Can follow written directions to implement solution but does not design custom solutions. Able to make decisions on appropriate course of action for unique problems. Applies technical theory to resolution of problems of simple to medium complexity. Able to understand the impact of one function on another.	Spots trends in reoccurring problems and assists in developing solution. Applies technical theory to resolution of problems of high complexity. Serves as a technical resource for lower level technicians.
Technical Support	Able to take direct requests from client or coworker in order to solve problems of limited complexity or refer to appropriate technical experts. Provides technical assistance to clients by troubleshooting simple technical problems.	Able to perform diagnostics on assigned software and hardware according to standard operating procedures. Independently resolves routine and some non-routine technical problems through standard troubleshooting procedures. Able to make decisions based on weighing options and consequences.	Make suggestions for technical modifications to prevent future problems.
Consultancy Skills	NA	Consults with clients on routine technical problems.	Consults with clients and higher level technicians and analysts to resolve technical problems.