

<b>Functional</b>	<b>Contributing</b>	<b>Journey</b>	<b>Advanced</b>
<b><i>Planning and Organizing</i></b>	Capable of working independently on tasks, developing own work schedule and monitoring progress against defined parameters. Performs job with minimal supervision.	Able to organize and follow complex and/or detailed technical procedures.	Capable of creating ad hoc work groups to analyze problems, develop solutions, and communicate solutions effectively. Participates in IT planning for the organization.
<b><i>Project Management</i></b>	Serves as a productive project team member through timely completion of assigned tasks	Manages technical projects involving own work and under minimal supervision.  Demonstrates initiative in solving problems associated with projects and daily work.  May serve as a project team member and make recommendations for routine problem solutions.	May lead projects that require directing the work of others and with some latitude on actions or decisions. May manage timelines and resources, and may lead implementation efforts to completion.
<b><i>Technical Knowledge</i></b>	Knowledge of technology principles and terminology associated with the work unit and area of responsibility	Substantial working knowledge as demonstrated by an understanding and use of the principles, theories and practices pertinent to area of responsibility. May mentor or train peers and others.	Comprehensive knowledge as demonstrated by an in-depth understanding and use of principles, theories and practices pertinent to the organization.  Serves as technical resource for other technicians.
<b><i>Technical Solution Development</i></b>	Works within own specialty with ability to integrate and coordinate elements of that specialty. Demonstrates working knowledge of technologies and systems in place with the capability of supporting these technologies.	Documents solutions that solve client problems and clearly presents these solutions. Integrates knowledge and skills from a range of technologies to address work assignments. Implements appropriate technologies.	Demonstrates knowledge of other work specialties and the ability to integrate this knowledge to develop and communicate solutions. Develops and/or implements information technology solutions to enhance organizational success

<b>Technical Support</b>	<p>Capable of resolving routine problems.</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>Demonstrates working knowledge of technologies and systems in place with the capability of supporting these technologies.</p>	<p>Independently resolves routine and nonroutine problems.</p> <p>Able to solve problems and perform diagnostics on software and/or hardware. Interact with hardware and software vendors as appropriate to solve problems.</p> <p>Demonstrates ability to document solutions that solve client problems and to clearly present these solutions. Capable of integrating knowledge and skills from a wide range of technologies to address work assignments.</p>	<p>Able to identify trends and make suggestions for technical modifications to solve existing and future problems.</p> <p>Able to contribute to decisions based on weighing options and consequences. Knowledge of other work specialties and the ability to integrate this knowledge to develop and communicate solutions.</p> <p>Capable of developing and/or implementing information technology solutions to enhance organizational success.</p>
<b>Consultancy Skills</b>	<p>Determines client needs and effectively communicates back to technical experts.</p> <p>Acts as technical resource to others within work specialty.</p>	<p>Consults with clients and higher-level specialists and analysts to resolve technical problems and ensure customer satisfaction.</p>	<p>Analyze and assess customer needs to develop effective and appropriate solutions.</p>