

Functional	Contributing	Journey	Advanced
<i>Planning and Organizing</i>	<p>Works independently on routine /non-complex tasks.</p> <p>Monitors progress against defined parameters.</p>	<p>Ability to organize and follow complex and/or detailed technical procedures.</p> <p>Works independently and performs job with minimal supervision.</p>	<p>Leads ad hoc work groups to analyze problems, develop solutions, and communicate solutions effectively.</p> <p>Identifies need for training in new technology or for reoccurring problems, either technical or procedural.</p>
<i>Project Management</i>	<p>Serves as a productive project team member by completing assigned routine tasks</p>	<p>Manages technical projects involving own work and under minimal supervision.</p> <p>May serve as a project team member and make recommendations for routine problem solutions.</p>	<p>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.</p> <p>May serve on a project team as an expert in a specialty area or work.</p>
<i>Technical Knowledge</i>	<p>Basic knowledge of technology principles and terminology associated with the work unit.</p> <p>Understanding of basic troubleshooting techniques and principles.</p>	<p>Working knowledge as demonstrated by an understanding and use of the general principles, theories and practices pertinent to area of responsibility.</p> <p>Ability to apply a broad working knowledge in a specialty area within a work unit.</p> <p>May serve as a mentor to contributing technician(s).</p>	<p>Advanced knowledge as demonstrated by an in-depth understanding and use of general principles, theories and practices pertinent to the area of responsibility.</p> <p>Serves as a technical expert in a specialty area.</p> <p>Serves as technical resource for other technicians, inclusive of training.</p>
<i>Technical Solution Development</i>	<p>May serve as a technical resource for basic solutions to clients</p>	<p>Documents solutions that solve routine client problems and clearly presents these solutions or resolves problems.</p> <p>Resolves routine problems within work area.</p> <p>Identifies and understands reoccurring problems and recommends solutions.</p>	<p>Exhibits knowledge of other work specialties and the ability to integrate this knowledge to develop and communicate solutions.</p> <p>Guides journey level technician with technical solutions.</p> <p>Resolves complex problem within a work area.</p>

Functional	Contributing	Journey	Advanced
<i>Technical Support</i>	<p>Capable of resolving routine problems based on existing documentation/training/resources.</p> <p>Ability 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>Works with clients to identify basic issues and recommends solutions.</p> <p>Ability to identify technical specialty areas and to escalate problems appropriately for rapid resolution.</p>	<p>Independently resolves routine and some non-routine problems through standard troubleshooting procedures. Able to perform routine diagnostics and/ or configurations on assigned software and/or hardware according to standard operating procedures.</p> <p>Demonstrates ability to document solutions that solve client problems and to clearly present these solutions.</p> <p>Knowledge of other work specialties and ability to integrate in identifying problems and/or solutions.</p> <p>Ability to determine appropriate solution through in-depth analytical process.</p>	<p>Able to identify trends and make suggestions for technical modifications to prevent future problems.</p> <p>Able to make decisions based on weighing options and consequences.</p> <p>Knowledge of other work specialties and the ability to integrate this knowledge to develop and communicate solutions.</p>
<i>Consultancy Skills</i>	<p>Determines client needs and effectively communicates back to technical experts.</p>	<p>Consults with clients and higher-level analysts to resolve technical problems</p>	<p>Consults with clients and higher-level specialists and analysts to resolve advanced technical problems and ensure customer satisfaction.</p>