

Functional	Contributing	Journey	Advanced
Planning and Organizing	<p>Regularly assists management in establishing work standards, standard processes and references.</p> <p>Develops own work schedule and monitors progress against defined parameters.</p>	<p>May provides regular day-to-day planning and organizing the work of others.</p> <p>Reorganizes work assignments of other employees and adapts their workload, if necessary, to unanticipated changes.</p> <p>Applies technical judgment to plan and organize tasks to achieve desired outcomes.</p>	<p>Provides leadership in long-term planning for the work unit.</p> <p>Plans task timelines and use of resources.</p>
Project Management	<p>Manages projects of medium to high complexity. Develops project plan, manages milestones and drives project forward. Includes software installation and migration.</p> <p>Accountable for keeping project on track.</p>	<p>Manages highly complex projects. Includes software installation and migration.</p> <p>May develop projects.</p>	<p>Manages projects that have high impact and/or of highest complexity. Projects often involve significant changes to infrastructure or the implementation of emerging technologies.</p> <p>May have final technical decision responsibility. Manages and/or develops projects.</p>
Technical Knowledge	<p>Modifies moderately complex operating systems software. Assists with design, coding and debugging.</p> <p>Has a functional knowledge of automated operations software.</p>	<p>Modifies complex operating software programming. Able to make sophisticated modifications.</p> <p>In-depth knowledge of automated operations software and its functioning related to other software.</p>	<p>Top level technical expert in highly specialized phases of software systems programming.</p> <p>Serves as technical resource for analysts and specialists.</p>
Technical Solution Development	<p>Makes recommendations for enhancements or changes to improve system performance.</p> <p>Assesses impact of new technologies on current systems.</p> <p>Demonstrates thorough knowledge of technologies and systems in place</p>	<p>Identifies trends in reoccurring problems and develops appropriate solution.</p> <p>Assists management in establishing technical standards and processes.</p> <p>Develops advanced solutions to improve operational performance.</p>	<p>Serves as an expert in designing system infrastructure to solve reoccurring problems.</p> <p>Develops and/or implements highly complex information technology solutions to enhance enterprise success.</p>

Functional	<p>Contributing and is capable of supporting these technologies.</p> <p>Interacts with hardware and software vendors as appropriate to solve problems.</p>	<p>Journey Integrates knowledge and skills from a range of technologies to address work assignments and problems of moderate complexity. Researches and implements appropriate new technologies.</p>	Advanced
Technical Support	<p>Recommends methods of resolving problems to lower level analysts or client representatives</p> <p>Serves as a resource in solving problems of medium complexity.</p>	<p>Negotiates time and priorities with vendors to achieve problem resolution</p> <p>Serves as a resource in solving problems of high complexity.</p> <p>Independently resolves problems through advanced systems analysis and troubleshooting procedures.</p>	<p>Provides technical consultation on complex projects.</p> <p>Top level technical in highly specialized area of applications analysis and development.</p>
Consultancy Skills	<p>Provides consultation on issues and requests from clients that may require the implementation or creation of a custom solution.</p> <p>Consults with senior level decision-makers to discuss alternative technical solutions.</p>	<p>Understands the market, industry and competitors 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>Analyzes and assesses client needs to develop effective and appropriate solutions to complex problems.</p> <p>Builds client support of ITS objectives.</p>	<p>Regularly provides expertise and consulting to committees and boards.</p> <p>Understands the market and industry that have an impact on the state's business.</p> <p>Consults with other specialists, analysts, technicians, and vendors to develop solutions using new or existing technologies.</p>