

Functional	Contributing	Journey	Advanced
Planning and Organizing	<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 with general supervision. Able to stay on task.</p> <p>Organizes and follows detailed technical procedures.</p>	<p>Regularly assists management in establishing work standards, standard processes and references</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>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. May be in a lead role.</p> <p>Independently manages timelines and resources.</p> <p>Regularly assists management in establishing work standards, standard processes and references</p>
Project Management	<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 established processes for project approvals.</p>	<p>Accountable for keeping project on track.</p> <p>Manages one module of a larger project or responsible for projects of small to medium complexity.</p> <p>Develops project plan, manages milestones and drives project forward for projects of moderate complexity.</p> <p>Anticipates project problems and leads collaboration to avoid or manage problems.</p>	<p>Manages highly complex projects.</p> <p>Develops project plan, manages milestones, and drives project forward.</p> <p>Keeps project on track.</p> <p>Manages projects that require directing the work of others and with some latitude on actions or decisions.</p>
Technical Knowledge	<p>Evaluates and maintains technology of moderate complexity.</p> <p>May have a design role of limited complexity.</p> <p>Requires an understanding and use of the general principles and practices pertinent to the specialty.</p>	<p>Assists in evaluating, designing and maintaining complex technology or evaluates, designs and maintains moderately complex to complex technologies.</p> <p>Uses technology knowledge to translate needs into technical specifications.</p>	<p>Detailed knowledge of complex technology operations.</p> <p>Serves as a technical resource in a technical specialty area to technicians & other analysts.</p> <p>Uses detail understanding of technical issues and theories to provide direction for technical staff.</p>

<p>Functional</p> <p>Technical Solution Development</p>	<p>Contributing</p> <p>Assesses available technologies and recommends solutions for work of moderate complexity in voice, video or data.</p> <p>Under general supervision, applies technical judgment to work assignments to achieve desired outcomes.</p>	<p>Journey</p> <p>Plans and designs solutions for complex aspects of network.</p> <p>Assists in developing solutions that impact the statewide infrastructure.</p> <p>Assesses available technologies and recommends solutions for work of moderately complex to complex technology.</p> <p>Evaluates the effects of changes to related components.</p> <p>Understands viability of alternative solutions.</p> <p>Independently applies technical judgment to work assignments to achieve desired outcomes</p>	<p>Advanced</p> <p>Develops solutions that impact the statewide infrastructure.</p> <p>Investigates, researches and integrates new technologies in specialty or related area to improve performance.</p> <p>Develops highly complex information technology systems.</p>
<p>Technical Support</p>	<p>Effectively uses available tools in problem solving and systems analysis.</p> <p>Resolves routine problems referred from technicians.</p> <p>Seeks out advanced level support to assist as needed.</p>	<p>Resolves routine and some non-routine problems.</p> <p>Spots trend in reoccurring operational problems and takes action to prevent future occurrences.</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>Consultancy Skills</p>	<p>Understands user needs and technical information through discussion with customer.</p> <p>Able to convey technical information to client and promote understanding of relevant issues.</p>	<p>Provides consultation on issues and requests from clients that require the implementation or creation of a custom solution.</p> <p>Understands user requirements that impact current system.</p> <p>Builds on-going partnerships with clients.</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 discuss alternative technical solutions and to develop long-range strategic alternatives.</p> <p>Builds client support of ITS objectives.</p>