



**Core Competencies for Information Technology Competency Statement Examples**

**Occupational Group: Information Technology**

**Competency: Planning & Organization**

**Definition:** Organizes and manages own time, tools and resources effectively, prioritizes workload, prepares in advance and sets realistic timescales to achieve goals and objectives; understands business issues, processes, and outcomes and the potential impacts both internal and external to the unit.

**Job Template: IT Project Manager 2**

Proficient	Advanced	Expert
<p>Prioritizes and supervises project staff, including setting tasks, priorities, and deadlines related to software development.</p> <p>Collaborates with a cross-disciplinary team to manage and oversee all aspects of software development project implementation to ensure timely completion.</p> <p>Communicates delays in software development projects to all affected constituents, including users, IT project staff, and leadership.</p>	<p>Develops comprehensive project plans outlining objectives/goals, tasks, timelines, and resource requirements in advance of the start of a software development project.</p> <p>Assesses and reassesses shifting priorities related to software development projects and reallocates personnel to meet project deadlines.</p> <p>Identifies the needs of project staff and provides resources and support to ensure timely completion of project milestones and deadlines.</p>	<p>Adapts to changing project requirements and unforeseen challenges and adjusts project plans accordingly, shifting priorities and resources as necessary to meet project milestones.</p> <p>Assesses the efficiency of project staff, as well as strengths and areas for improvement, and reallocates personnel to best meet software development project deadlines.</p> <p>Evaluates overall software development processes and project outcomes and implements enhancements to increase efficiency and effectiveness.</p>

**Competency: Problem Solving**

**Definition:** Identifies and understands issues, problems, or opportunities; analyzes, develops possible solutions, and takes or suggests the appropriate course of action; remains calm under pressure and follows steps to achieve **solution**.

**Job Template: Systems Administrator 2**

Proficient	Advanced	Expert
<p>Identifies, recognizes and resolves routine problems for the HCM and SA applications and operations.</p> <p>Researches, reviews, tests, and evaluates answers to problems with new modules and/or enhancements.</p> <p>Utilizes brainstorming with other IT colleagues to identify system technology solutions.</p> <p>Collaborates with other ITS and OSC to solve problems and make</p>	<p>Assesses and resolves difficult or sensitive errors through research and review of policies and procedures for the unit and assists in the development of plans and processes that ensure minimal risk to services or systems.</p> <p>When faced with a problem, anticipates immediate consequences to the university and finds solutions within limited resources.</p>	<p>Anticipates system/server performance, availability, capacity, or configuration problems and implements contingency plans to minimize university impact.</p> <p>Serves as a subject matter expert for ITS Enterprise Applications staff as a senior technical resource to solve the most difficult technical problems.</p> <p>Leads technical projects and develops problem mitigation plans.</p>

<p>decisions to ensure consistency and usability of various solutions.</p> <p>Analyzes the situation by practicing active listening and communicating the problem when working with University staff and management as it relates to HCM and SA enterprise systems.</p>		
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**Competency: Analytical/Critical Thinking**

**Definition:** Looks at situations from multiple perspectives; organizes difficult information in a systematic way; identifies issues and underlying causes and thinks through the consequences of different courses of action; compares and evaluates data from different sources to make well informed decisions and identifies alternative solutions.

**Job Template: IT Team Lead 1**

<b>Proficient</b>	<b>Advanced</b>	<b>Expert</b>
<p>Identifies and solves common IT issues and challenges. Troubleshoots system errors, assess performance problems, and provide practical solutions.</p> <p>Utilizes data analysis techniques to draw insights from IT-related data, aiding in decision-making.</p> <p>Identifies and streamlines existing workflows to enhance team productivity.</p>	<p>Dissects complex issues, using comprehensive root cause analysis to uncover underlying problems.</p> <p>Creates long-term technology strategies that align with the university's goals and anticipate future needs.</p> <p>Identifies and mitigates potential risks associated with IT projects, ensuring minimal disruption and financial impact.</p> <p>Collaborates with various departments and external partners to align IT services with organizational needs.</p>	<p>Keeps abreast of emerging technologies and identifies opportunities to leverage them for competitive advantage.</p> <p>Drives innovation within the IT department by introducing groundbreaking technologies and methodologies to achieve strategic objectives.</p> <p>Conducts thorough risk assessments for IT projects and develops comprehensive risk mitigation strategies.</p>