

**NC State University Band Specification  
Business & Technology Applications Technician**

**BTAT Spec.**

**Description of Work:**

This is technical work involving developing and/or supporting applications for the business functions of clients with a defined scope. Employees determine the logical flow of applications and develop program code. Employees are involved with other business and technology employees in assessing the needs of clients and developing technical solutions. Detailed specifications are provided to employees for complex applications. Duties may also include installation and modification of packaged programs, program testing, and documentation of programming. Programming platforms may vary.

**Competencies:**

<b>Core</b>	<b>Contributing</b>	<b>Journey</b>	<b>Advanced</b>
Teamwork	Works as a team member by doing own share of work and listening to and acting on expressed needs.	Plans and works on shared or joint projects and coordinates with others to achieve agreed upon outcomes.	Leads multiple team efforts and assesses the skills and strengths of individuals.
Customer Service	Establishes a positive relationship by exercising an appropriate action in a timely manner.	Establishes a proactive relationship by demonstrating ownership of customer issues.	Promotes positive customer relationships and mentors others to ensure customer satisfaction.
Organization Awareness	Understands basic operation of functional unit.	Demonstrates working knowledge of organization and relationships for problem solving.	Demonstrates in-depth knowledge of organization and relationships (formal and informal).
Effective Communication	Presents and receives ideas clearly either in writing or verbally.	Interprets and communicates information. Selects appropriate information and best method or format for delivering or receiving it either in writing or verbally. Clearly conveys ideas on non-routine subjects.	Interprets and communicates information, ideas and instruction. Persuades and negotiates to build cooperation and consensus. Translates advanced technical issues into understandable terms for non-technical users.

<b>Functional</b>	<b>Contributing</b>	<b>Journey</b>	<b>Advanced</b>
Planning and Organizing	Works independently on tasks, developing own work schedule and monitoring progress against defined parameters.	Organizes and follows complex and/or detailed technical procedures. Works independently and performs job with minimal supervision.	Independently manages project timelines, resources, staff and leads implementation efforts.
Project Management	Serves as a productive project team member by completing assigned tasks.	Manages technical projects involving own work and under minimal supervision.	Manages projects that require directing the work of others with some latitude on actions or decisions.

NOTE: This is a generalized representation of positions in this class and is not intended to identify essential functions per ADA. Examples of work are primarily essential functions of the majority of positions in this class, but may not be applicable to all positions.

May 1, 2004

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<b>Functional</b>	<b>Contributing</b>	<b>Journey</b>	<b>Advanced</b>
Technical Knowledge	Exhibits basic knowledge of specialty work area demonstrated by an understanding of and ability to apply the fundamental standards and terminology associated with the work specialty.	Exhibits working knowledge of the specialty area demonstrated by applying an understanding of the general standards, skills, and practices associated with the specialty.	Exhibits advanced knowledge of the work area demonstrated by an in-depth understanding and application of advanced principles, theories and practices associated with the work specialty.
Technical Solution Development	Works with own specialty with limited ability to integrate and coordinate elements within that specialty. Demonstrates understanding of the technology and systems in place.	Integrates knowledge and skills from other specialties to address work assignments and problems of simple to moderate complexity. Supports technology applications and adapts to changing technologies. Independently applies technical judgment to work assignments to achieve desired outcomes.	Demonstrates substantial knowledge of other work specialties and the ability to integrate this knowledge base to achieve solutions to complex problems. Researches and puts into place new technologies in specialty or related area. Develops information technology systems or modules of a defined scope.
Technical Support	Solicits relevant information from customers in order to sufficiently describe problem to technical expert.	Proactively verifies problem resolution. Independently resolves routine and non-routine problems. Performs diagnostics on assigned software and/or hardware according to standard operating procedures.	Makes suggestions for technical modifications to prevent future problems. Makes decisions based on weighing options and consequences.
Consultancy Skills	N/A	N/A	Consults with customers, technicians, and analysts to resolve technical problems.

**Minimum Training and Experience:**

The technician band requires basic foundation of knowledge and skills in area of specialization generally obtained from graduating from a technical school or community college with a degree in computer programming or graduation from a four-year college or university with nine semester hours in programming. Experience in the field of work related to the position's role may be substituted on a year-for-year basis.

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