

**NC State University Band Specification
Operations and Systems Specialist**

OSS Spec.

Description of Work:

This may be specialized work in installing software, creating utilities or other software to improve user functionality based on a specific application or applications. Setting of goals and expectations of service. This work may be specialized as systems architect. Will have an expertise with core infrastructure elements and how they interrelate to provide a cohesive computing environment. May have final technical decision responsibility.

Competencies:

Core	Contributing	Journey	Advanced
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.	Assesses skills within a team and works to build on individual strengths within the team and leads multiple team efforts.
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 operation of functional unit and develops awareness of its role in the enterprise.	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. Solicits and 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 instructions. Persuades and negotiates to build cooperation and consensus. Translates advanced technical issues into understandable terms for non-technical users.
Planning and Organizing	Develops own work schedule and monitors progress against defined parameters.	Organizes and follows complex and/or detailed technical procedures. Applies technical judgment to plan and organize tasks to achieve desired outcomes.	Plans task timelines and use of resources.

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Functional	Contributing	Journey	Advanced
Project Management	Manages technical projects involving own work. Participates productively in project planning.	Manages projects that require directing the work of others and with some latitude on actions or decisions. Manages and/or develops projects.	Manages projects that require directing the work of others. May have final technical decision responsibility. Manages and/or develops projects.
Technical Knowledge	Exhibits thorough knowledge of the specialty area demonstrated by an understanding and use of the principles, theories and practices pertinent to the specialty.	Exhibits comprehensive knowledge of the specialty area demonstrated by an understanding and use of the principles, theories and practices pertinent to the specialty.	Exhibits advanced knowledge as demonstrated by an in-depth understanding and application of principles, theories and practices pertinent to the organization and/or enterprise.
Technical Solution Development	Works within own specialty with ability to integrate and coordinate elements of that specialty. Demonstrates thorough knowledge of technologies and systems in place and is capable of supporting these technologies. Independently applies technical judgment to work assignments to achieve desired outcomes. Interacts with hardware and software vendors as appropriate to solve problems.	Integrates knowledge and skills from a range of technologies to address work assignments and problems of moderate complexity. Researches and implements appropriate new technologies.	Demonstrates substantial knowledge of other technologies and the ability to integrate this knowledge to achieve solutions to problems of high complexity. Develops and/or implements highly complex information technology solutions to enhance enterprise success.
Technical Support	Independently resolves non-routine problems. Performs diagnostics on a variety of software and/or hardware	Independently resolves problems through advanced systems analysis and troubleshooting procedures.	Identifies trends and makes suggestions for technical modifications to solve existing and anticipate future problems. Makes decisions based on weighing options and consequences.
Consultancy Skills	Acts as technical resource to others.	Analyzes and assesses client needs to develop effective and appropriate solutions.	Consults with other specialists, analysts, technicians, and vendors to develop solutions using new or existing technologies.

Minimum Training and Experience:

The specialist band requires a foundation of knowledge and skills in area of specialization generally obtained from graduating from a four-year college or university with a major in information technology, computer science, or a closely related field and three years of experience in operations analysis and design, systems programming, or a closely related field. 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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