

IT Core Competencies

Adaptability

- Adapts to changes in technology and work environment
- Manages competing demands
- Changes approach or method to best fit the situation
- Able to deal with frequent change, delays, or unexpected events
- Willing to be flexible as far as work responsibilities and environment
- Is seen as balanced despite the conflicting demands of the situation

Dependability

- Follows instructions, responds to management direction
- Takes responsibility for own actions
- Keeps commitments
- Commits to long hours of work when necessary to reach goals
- Completes tasks on time or notifies appropriate person with an alternate plan
- Takes responsibility for work done
- Will stand up and be counted
- Doesn't shirk from responsibility
- Can be counted on when times are tough
- Willing to be the only champion for an idea or position
- Is comfortable working alone on a tough assignment

Ethics

- Treats people with respect
- Keeps commitments
- Inspires the trust of others
- Works with integrity and ethically
- Upholds organizational values
- Is widely trusted
- Is seen as a direct, truthful individual
- Can present the unvarnished truth in an appropriate and helpful manner
- Keeps confidences
- Admits mistakes
- Doesn't misrepresent him/herself for personal gain
- Has integrity

Motivation

- Sets and achieves challenging goals
- Demonstrates persistence and overcomes obstacles
- Measures self against standard of excellence
- Takes calculated risks to accomplish goals

Professionalism

- Approaches others in a tactful manner
- Reacts well under pressure
- Treats others with respect and consideration regardless of their status or position
- Accepts responsibility for own actions
- Follows through on commitments. Is cool under pressure
- Does not become defensive or irritated when times are tough
- Is considered mature
- Can be counted on to hold things together during tough times
- Can handle stress
- Is not knocked off balance by the unexpected
- Doesn't show frustration when resisted or blocked
- Is a settling influence in a crisis
- Uses diplomacy and tact
- Practices attentive and active listening
- Has the patience to hear people out
- Can accurately restate the opinions of others even when he/she disagrees

Teamwork

- Balances team and individual responsibilities
- Exhibits objectivity and openness to others' views
- Gives and welcomes feedback
- Contributes to building a positive team spirit
- Puts success of team above own interests
- Able to build morale and group commitments to goals and objectives
- Supports everyone's efforts to succeed
- Is seen as a team player and is cooperative
- Can be candid with peers
- Can find common ground and represent his/her own interests and yet be fair to other groups

Technical Skills

- Assesses own strengths and weaknesses
- Pursues training and development opportunities
- Strives to continuously build knowledge and skills
- Shares expertise with others

Creative Problem Solving

- Uses rigorous logic and methods to solve difficult problems with effective solutions
- Probes all fruitful sources for answers
- Able to see hidden problems
- Is excellent at honest analysis
- Looks beyond the obvious and doesn't stop at the first answers
- Comes up with a lot of new and unique ideas
- Easily makes connections among previously unrelated notions

- Tends to be seen as original and value-added in brainstorming settings. Is open minded
- Can marshal resources (people, funding, material, support) to get things done
- Uses resources effectively and efficiently

Time Management

- Uses his/her time effectively and efficiently
- Values time
- Concentrates his/her efforts on the more important priorities
- Gets more done in less time than others
- Can attend to a broader range of activities
- Makes decisions in a timely manner, sometimes with incomplete information and under tight deadlines and pressure
- Able to make a quick decision
- Can orchestrate multiple activities at once to accomplish a goal

Dealing with Paradox

- Can act in ways that seem contradictory
- Is very flexible and adaptable when facing tough calls
- Can combine seeming opposites like being compassionately tough, stand up for self without trampling others, set strong but flexible standards
- Can act differently depending upon the situation
- Is seen as balanced despite the conflicting demands of the situation