

Information Technology Student Employee Core Job Progression

	Level 1	Level 2	Level 3	Level 4	Level 5
Core Skills					
<p><u>Customer Service</u></p> <p><i>The ability to understand the client's perspective and anticipate and respond to the client's needs appropriately with a sense of commitment.</i></p>	<ul style="list-style-type: none"> • Treats customers with courtesy and respect according to best practices in order to create raving fans. • Provides quality customer support in a timely and accurate manner. 	<ul style="list-style-type: none"> • Proactively seeks out opportunities to assist and work with customers in a friendly and positive manner to meet customer's needs. • Ability to work with and impart knowledge to novice and advanced customers. 	<ul style="list-style-type: none"> • Ability to interface and relate with customers and provide superior customer service. 	<ul style="list-style-type: none"> • Understands the institutional mission and the needs of faculty, staff, and students. • Understand how faculty, staff, and students do their jobs and how IT can be of service. 	<ul style="list-style-type: none"> • Develops rapport with customers and finds new technologies and demonstrates services applicable to individual customer needs. • Proven superior customer service.
<p><u>Communication</u></p> <p><i>The ability to express ideas and transfer information verbally and non-verbally in a manner appropriate for the audience.</i></p>	<ul style="list-style-type: none"> • Understands effective communication principles and begins to implement them. • Consistently and effectively communicates with team members and customers. 	<ul style="list-style-type: none"> • Implements effective communication principles and skills. • Restates problem in order to be sure he/she understands the problem at hand. • Follow-up with customers 	<ul style="list-style-type: none"> • Possesses excellent communication skills (writing and speaking). 	<ul style="list-style-type: none"> • Coaches and mentors teammates with effective communication skills. • Implements effective communication principles in order to work with high profile customers. 	<ul style="list-style-type: none"> • Excellent interpersonal skills. • Proven excellent communication skills.

<p><u>Teamwork & Collaboration</u></p> <p><i>The ability to interact and collaborate with others to achieve excellence.</i></p>	<ul style="list-style-type: none"> • Understand and have the ability to be willing, collaborative, and productive in team projects. 	<ul style="list-style-type: none"> • Demonstrates ability to willingly, collaboratively, and productively participate in team projects. • Ability to work pro-actively and cooperatively with full-time and part-time employees within Information Technology. 	<ul style="list-style-type: none"> • Demonstrates ability to work with limited supervision. 	<ul style="list-style-type: none"> • Assists project leader directly in the carrying out of tasks. • Provides innovative ideas to improve teamwork & collaboration. • Proven ability to work efficiently with limited supervision. • Trains lower level students. 	<ul style="list-style-type: none"> • Demonstrates ability to create and accomplish projects with no supervision.
<p><u>Project Management</u></p> <p><i>The ability to manage a project from initiation to completion in order to achieve desired results.</i></p>	<ul style="list-style-type: none"> • Willingly accepts project assignments according to capacity and completes assignments according to requirements. 	<ul style="list-style-type: none"> • Demonstrates the ability to complete a small project independently. 			<ul style="list-style-type: none"> • Accurately appraises project tasks as a leader of a project team. • Efficiently delegates project responsibilities according to team member's capabilities. • Leads team members on projects at times. • Handles additional projects as assigned.

<p><u>Personal/Time Management</u></p> <p><i>The ability to process several priority tasks, projects and demands within a reasonable amount of time, meeting expectations and producing quality results.</i></p>	<ul style="list-style-type: none"> • Consistently meets deadlines. • Arrives on time for all scheduled shifts. 	<ul style="list-style-type: none"> • Ability to stay focused and on task. 	<ul style="list-style-type: none"> • Ability to multi-task while remaining efficient and detail oriented. • Ability to complete projects in a timely manner. 	<ul style="list-style-type: none"> • Ability to multi-task multiple projects while remaining focused and efficient. 	<ul style="list-style-type: none"> • Proven ability to multi-task in a busy and dynamic environment.
<p><u>Professional Development / Technical Skills</u></p> <p><i>The ability to foster the professional growth of oneself and others.</i></p>	<ul style="list-style-type: none"> • Demonstrates a strong desire to continually learn and develop applicable professional skills. • Attends and participates in all staff meetings. 	<ul style="list-style-type: none"> • Ability to always display a high level of professionalism. • Ability to follow policies and procedures. 	<ul style="list-style-type: none"> • Ability to represent Utah State University with professionalism. • Viewed by teammates as a leader and uses leadership influence to further the development of team members. 	<ul style="list-style-type: none"> • Utilizes leadership opportunities to further advance personal abilities and participate in trainings. • Proven ability to constantly learn and stay current on newly developing technologies, software and practices. 	<ul style="list-style-type: none"> • Consults with fellow team leaders to create plans, policies, and guidelines to further the progression of the team as a whole. • Meets regularly with general management. • Knowledge of learning theory and instructional design.
<p><u>Knowledge Management/Documentation</u></p> <p><i>The ability to research, accumulate and create information from internal and external sources to effectively and efficiently accomplish goals.</i></p>	<ul style="list-style-type: none"> • Reads and knows where to access information on pertinent software, hardware, and IT policies and procedures. 	<ul style="list-style-type: none"> • Understands basic software and hardware instructions as found in applicable manuals. 	<ul style="list-style-type: none"> • Understands the importance of documentation. 	<ul style="list-style-type: none"> • Ability to create and deliver reports. 	<ul style="list-style-type: none"> • Where appropriate, creates useful internal and external documentation for both users and developers.

<p><u>Problem solving</u></p> <p><i>The ability to solve problems through critical thinking which creates solutions to the problem(s) in a timely and appropriate manner.</i></p>	<ul style="list-style-type: none"> • Demonstrates the ability to understand basic problems. • Works with senior staff members to understand complex problems. • Demonstrates the ability to solve a problem using a step-by-step, algorithmic process. 	<ul style="list-style-type: none"> • Demonstrates the ability to solve a problem abstractly by breaking the problem into smaller components. • Must be able to research and provide accurate solutions to customer's questions. 	<ul style="list-style-type: none"> • Shows qualities of a quick learner. • Demonstrates ability to understand complex problems. 	<ul style="list-style-type: none"> • Ability to teach customers the basics of problem solving on their own. • Coaches and mentors teammates and customers on seeing the holistic picture. • Demonstrates the ability to assist in the completion of larger projects. 	<ul style="list-style-type: none"> • Contributes problem solving best practices for external entities to use and build upon. • Demonstrates the ability to design, coordinate and build a large project from beginning to end.
<p><u>Business Knowledge</u></p> <p><i>The ability to understand and apply IT business policies and procedures.</i></p>	<ul style="list-style-type: none"> • Understands USU as a Business Unit, its mission, goals, and initiatives. • Understands internal IT organizational structure. 	<ul style="list-style-type: none"> • Identifies and acts upon opportunities for IT to support Business Unit initiatives. • Understands the external (USU) IT organizational structure and is able to communicate positively with others in other organizations at the University. 			
<p><u>Ethics/Interpersonal Skills</u></p> <p><i>The ability to establish trust and credibility and define, establish, and maintain professional relationships to achieve desired results.</i></p>	<ul style="list-style-type: none"> • Demonstrates appropriate conduct within the workplace consistent with the USU policy manual. 	<ul style="list-style-type: none"> • Ability to use interpersonal skills for the continued functionality of the workplace. 	<ul style="list-style-type: none"> • Recognized as an individual who upholds high level of ethical standards and effective interpersonal skills. 	<ul style="list-style-type: none"> • Ability to mentor and train others on appropriate ethical conduct within the workplace. 	<ul style="list-style-type: none"> • Proven ability to demonstrate ethical behavior and interpersonal skills.