

Job Profile

IT Support Technician

	Competency	Level	Desired response demonstrates:
Corporate Competencies Behaviours with IT Context	Modeling Interpersonal Skills and Personal Responsibility	2	Demonstrates strong self-awareness through deliberate learning from past experience and self-reflection to increase personal effectiveness and responsibility. Uses strong interpersonal skills to build credibility and personal effectiveness.
	Thinking Strategically	2	Takes a comprehensive, long-term view, critically assessing options and implications, while linking decisions to strategic goals.
	Taking Action and Achieving Results	1	Focuses, commits, and applies resources to identify and achieve appropriate results.
	Demonstrating Client Focus	2	Creates a client-focused culture for the entire organization and engages others in providing outstanding service to internal and external clients.
	Promoting Common Values and Ethics	1	Promotes the establishment, development and application of positive organizational values, ethics and standards of conduct
Job Specific	Adaptability and Flexibility		Adaptability and flexibility is the ability to adjust to and work effectively within a variety of situations, and with various individuals or groups. This entails understanding and appreciating different and opposing perspectives on an issue, adapting one's approach as the requirements of a situation change, and changing or easily accepting changes in one's own organization or job requirements.
	Information Gathering and Processing		Identifies relevant facts and issues underlying a particular problem. Identifies the information needed to clarify a situation, complete an assignment or make a decision. Researches the most useful source of information to meet the requirements of the task. Poses direct questions to immediately available people. Reads relatively short texts to locate a single piece of information. Follows prescribed methods of information collection. Keeps management informed about progress and problems.
Knowledge	IT Expertise and Technical Knowledge		Demonstrates knowledge of IT roles and responsibilities; supports the operation, maintenance and administration of computer networks and related computing environments. Exhibits basic knowledge of technology principles and terminology. Demonstrates an understanding of how to find and validate technical information; able to translate technical information for non-technical people.
	IT Support Troubleshooting		Monitors equipment to ensure adherence to maintenance schedules. Recognizes basic normal equipment operation of IT equipment. Identifies some potential equipment problems when they occur.

A job profile assesses which [competencies](#) should be exhibited, and at what level, to effectively perform the duties and responsibilities described in the job description.