

Technical Support Employability Skills

Workplace Professionalism & Work Ethics	<p>Level 1 - Employee learns expectations of workplace environment (professional behavior and ethics) and adheres to practices with some guidance.</p> <p>Level 2 - Employee exhibits sound professionalism, judgment, and integrity and accepts responsibility for own behavior. Employee exhibits these qualities without guidance but occasionally refers to policies as needed.</p>
Written Communication	<p>Level 1 - Employee understands written instructions and executes tasks with guidance and feedback from supervisor. Employee clearly communicates concepts in writing.</p> <p>Level 2 - Employee comprehends and executes written instructions with minimal guidance. Employee composes well-organized written documents.</p>
Oral Communication	<p>Level 1 - Employee understands oral instructions and executes tasks with guidance and feedback from supervisor. Employee communicates concepts orally while clarifying for meaning. Employee develops listening skills.</p> <p>Level 2 - Employee comprehends and executes oral instructions with minimal guidance and exhibits good listening skills. Employee clarifies for meaning without needing prompting from supervisor.</p>
Teamwork	<p>Level 1 - With guidance and feedback from supervisor, employee obeys team rules and understands team member roles. Employee actively participates in team activities, volunteers for special tasks, and establishes rapport with co-workers.</p> <p>Level 2 - Employee demonstrates commitment, enthusiasm and supports team members. Employee follows up on assigned tasks and leads by example.</p>
Problem Solving & Critical Thinking	<p>Level 1 - Employee identifies the problem and relevant facts and principles with guidance and feedback from supervisor. Employee summarizes existing ideas and demonstrates creative thinking process while problem solving.</p> <p>Level 2 - With minimal supervision, employee analyzes underlying causes, considers risks and implications and uses logic to draw conclusions. Employee applies rules and principles to processes and recommends solutions.</p>
Organization and Planning	<p>Level 1 - Employee prepares schedule for self, monitors and adjusts task sequence, and analyzes work assignments with guidance from supervisor.</p> <p>Level 2 - Employee manages timelines and recommends timeline adjustments. Employee escalates timeline-impacting issues as appropriate.</p>
Adaptability and Flexibility	<p>Level 1 - With guidance and feedback from supervisor, employee is able to adjust ways of doing work based on changing dynamics. Working under pressure is difficult, but employee makes it through the project with guidance and oversight.</p> <p>Level 2 - Employee makes inquiries of co-workers regarding possible changes needed in ways of doing work and adapts accordingly. Observes co-workers increasing work productivity under pressure and follows their lead.</p>
Initiative	<p>Level 1 - Employee finishes a step in a project and waits for direction before going on to the next step.</p> <p>Level 2 - Employee finishes multiple steps in a project and appropriately begins working on the next step without being asked.</p>
Accuracy	<p>Level 1 - Employee makes mistakes routinely but is committed to learning to adjust work habits to prevent them in the future.</p> <p>Level 2 - Employee occasionally makes mistakes but quickly makes adjustments to work habits to avoid making the same mistake twice.</p>
Cultural Competence	<p>Level 1 - Employee is inexperienced with working with diverse teams. With support and guidance and getting to know team members, employee develops working relationships.</p> <p>Level 2 - Employee is committed to working with diverse teams but struggles when differences arise. Employee identifies those challenges and works with colleagues to find ways to work effectively.</p> <p>Level 3: Easily works with diverse teams to achieve collective goals. Demonstrates empathy and respect for all colleagues leading to positive working relationships throughout the organization.</p>

**Self and Career
Development**

Level 1 - Employee requires feedback and direction from supervisor regarding improvement needed in professional and technical skills. Employee follows through with skills development with monitoring by supervisor.

Level 2 - Employee builds upon self-assessment experience and can develop a professional and technical skills improvement plan in conjunction with supervisor. Employee completes development plan without prompting from supervisor.