

IT Generalist Job Related Competencies

Foundational

- Ability to adhere to the organization's rules, responsibilities, policies and basic workplace ethics. Knowledge of basic principles of interpersonal communication and the organization's basic structure and functions. Ability to work safely and follow established safety procedures.
- Ability to integrate organizational mission/goals & vision into work practices and use benchmarking and "best practices" to improve performance.
- Ability to engage and utilize employee benefit and development programs.
- Ability to use common office tools to produce documents, spreadsheets and presentations.
- Ability to develop or update work processes or procedures in accordance with organization's standards.
- Ability to prepare and deliver oral presentations that effectively convey information, concepts and ideas.
- Ability to prepare an complete, accurate and convincing formal report on a technical subject using standard formats and office tools.

Resource Management

- Ability to assist with development of organizational plans and budgets.
- Ability to conduct and document a convincing Business Case Analysis for less complex business areas.
- Ability to develop IT procurement specifications, process requisitions, and prepare IT assets for disposal.
- Ability to conduct research, evaluations and assessments, including documenting and presenting the benefits of using existing, emerging or new technologies to improve a business function.

Operations Management

- Ability to define and discuss the organization's standard operational procedures.
- Ability to select, develop and maintain effective operational performance metrics.
- Ability to document and publish operational status communications.
- Ability to communicate effectively with customers and to develop effective customer communications techniques.
- Ability to participate as an effective member of a team.

Project Management

- Ability to explain, discuss and communicate the fundamental concepts of project management.

- Ability to gather requirements and develop a plan for a simple project.
- Ability to manage, track and report the status of a simple project.
- Ability to analyze the outcome of a simple project and develop lessons learned.

Helpdesk

- Ability to staff the organizations helpdesk for fielding and responding to customer assistance calls.
- Ability to monitor organization's IT service quality and recognize and respond to service quality abnormalities.
- Ability to provide customers remote technical assistance from the helpdesk or personal workstation.
- Ability to review and analyze customer assistance calls, to locate systemic trends and develop alternative remediation actions.
- Ability to provide personal computer operations desk side IT support for customers.
- Ability to install and test personal computer software upgrades.
- Ability to install and configure basic personal computer hardware and software configuration baselines.
- Ability to install, configure and test personal computer hardware upgrades.
- Ability to assess needs, develop and communicate customer self-help and informational guidance documents.
- Ability to assist end users in establishing backup and recovery of personal computer disk drives and files.
- Ability to install, configure and provide instruction on basics of using common office software tools.
- Ability to install and configure personal computer operating system software.
- Ability to install and properly configure basic network operating or control systems.
- Ability to install and properly configure common end user devices.
- Ability to install and properly configure remote end user network connections.
- Ability to install and properly configure wireless end user network devices and connections.

Web Services

- Ability to explain, discuss and communicate general information about the organization's general purpose web services.
- Ability to develop and publish basic web pages.

- Ability to explain and independently install, configure and support web service survivability, availability, backup and recovery procedures.
- Ability to develop smaller less complex application systems incorporating web technologies.

Information Assurance

- Ability to understand and explain security and Information Assurance terminology.
- Ability to explain and discuss the IA organizational titles, roles and responsibilities.
- Ability to configure password characteristics for a domain.
- Ability to explain, discuss and communicate the importance of Information and Systems security including common risks, threats and vulnerabilities.
- Ability to discuss, explain and communicate organizational security policies and practices and supporting rationale.
- Ability to explain, discuss and communicate the organization's security ethics policies and fundamental federal security statutes.
- Ability to install and properly configure basic workstation and network firewalls.
- Ability to discuss and communicate basic information about the organization's firewall.
- Ability to monitor network IDS; to configure IDS alerts and to perform IDS log analysis and incident reporting.
- Ability to perform network services back-ups and recoveries.
- Ability to obtain and assist in installing and configuring PKI software certificates on a workstation or server.
- Ability to support and maintain organizational anti-virus services.
- Ability to establish, update and disestablish user accounts and access privileges.

Networks & Infrastructure

- Ability to explain basic organization's network architectures and supporting technologies.
- Ability to maintain a safe network environment.
- Ability to explain basic operational concepts of Internet Protocols
- Ability to define requirements, common technologies and appropriate uses of LAN.
- Ability to install, test, dress and place cable systems into production.
- Ability to define requirements, install and configure basic switches and routers.
- Ability to install, configure and use basic network monitoring systems and troubleshooting tools.

Software

- Ability to explain, discuss and communicate SW system architectures and supporting technologies used by the organization.
- Ability to decompose software application systems and to develop functional decomposition diagrams.
- Ability to deliver minor contributions such as code, documentation or quality testing to a software development effort.
- Ability to perform less complex application systems troubleshooting and problem isolation.

Database

- Ability to explain, discuss and communicate high-level information about the database tools and technologies used by the organization.
- Ability to design simple databases that incorporate basic concepts of records, fields and cells.

Information Exchange

- Ability to install, configure and maintain network collaboration services, portals and basic web pages.
- Ability to support and maintain organizational file sharing services.
- Ability to support and maintain organizational E-mail, directory and public folder services.