

Staff Information Systems Analyst (Specialist)

Knowledge, Skill, Ability, and Personal Characteristic Statements Rating Results

1	Knowledge of methodologies for Information Technology (IT) analysis to evaluate a current or proposed system.
2	Knowledge of operating systems, applications, networking components and their interrelationships.
3	Knowledge of System Development Life Cycle (SDLC).
4	Knowledge of basic principles of Information Technology (IT), current trends, methods, and practices.
5	Knowledge of Information Technology (IT) testing concepts, methodologies, and techniques.
6	Knowledge of word processing software (e.g., Word, Word Perfect).
7	Knowledge of spreadsheet software (e.g., Excel, Lotus).
8	Knowledge of electronic messaging software (e.g., Outlook, Instant Messaging, GroupWise).
9	Knowledge of various software applications (e.g., Adobe Acrobat, Visio, Microsoft Project).
10	Knowledge of customer service and customer support practices in an Information Technology (IT) environment.
11	Knowledge of basic personal computer components (e.g., applications, software, and various operating systems).
12	Knowledge of basic arithmetic (i.e., addition, subtraction, multiplication, division, decimals, percentages, and fractions) to calculate numerical data.
13	Ability to interpret and analyze numerical data accurately.
14	Skill to determine the accuracy of various mathematical calculations.
15	Skill to identify problems, including cause and effect, to ensure problems are properly addressed.
16	Skill to identify solutions to various Information Technology (IT) related issues.
17	Skill to analyze and evaluate data and information to formulate conclusions and course of action.
18	Skill to analyze requirements (e.g., business, functional, system) to identify and eliminate ambiguity.
19	Skill to identify system requirements.
20	Skill to provide technical assistance to individuals to resolve issues and/or problems.
21	Ability to troubleshoot and respond to general IT service requests (Level/Tier 1).

22	Knowledge of problem-solving techniques and processes.
23	Ability to develop innovative solutions and strategies.
24	Ability to integrate new information with existing knowledge to formulate conclusions.
25	Skill to use logic and reasoning to identify the strengths and weaknesses of alternative solutions.
26	Ability to analyze and evaluate situations to determine appropriate courses of action.
27	Ability to adapt to changes in priorities, work assignments, and other interactions.
28	Ability to prioritize work assignments and/or problem solutions to ensure completion within established timeframes.
29	Ability to work on multiple projects and/or assignments simultaneously.
30	Ability to work independently on projects or assignments without close supervision or detailed instructions to achieve intended results.
31	Ability to perform job tasks during stressful working conditions (e.g., deadlines, multiple assignments).
32	Ability to adhere to policies and procedures.
33	Skill to identify problems related to work unit operations or work assignments to determine cause and potential impact.
34	Skill to manage a project ensuring that the end-product or service is delivered on schedule and within scope and established budget.
35	Skill to identify the work activities and organize a team or task force to complete a project.
36	Skill to ensure assignments and activities of a team or task force are completed within established timelines.
37	Ability to recognize potential conflicts/problems in the work environment and know where to direct concerns.
38	Skill to provide technical expertise in the completion of job tasks.
39	Ability to work cooperatively and productively as a member of a team to achieve a common goal.
40	Skill to interact tactfully and diplomatically with a variety of audiences, including frustrated, angry, or otherwise emotional individuals.
41	Ability to establish and maintain effective working relationships with others.
42	Skill to interact with and relate effectively to individuals at all levels of an organization.
43	Skill to listen to others to facilitate an open exchange of ideas and provide for effective communication.
44	Skill to provide effective customer service using technical support standards, protocols, and procedures.

45	Skill to collaborate with others on project issues and status.
46	Skill to work with others to identify problems and seek improvements in Information Technology (IT) and other work processes.
47	Skill to train others on IT related concepts.
48	Skill to present information to a variety of audiences.
49	Skill to orally communicate information effectively and accurately.
50	Skill to conduct meetings (e.g., information gathering sessions, status meetings) with various audiences.
51	Skill to provide technical and descriptive documentation.
52	Knowledge of proper spelling, grammar, punctuation, and sentence structure.
53	Skill to read and interpret charts, diagrams, and graphs.
54	Skill to communicate effectively in writing in a courteous, professional manner.
55	Skill to prepare clear and concise written instructions to audiences with varying levels of understanding.
56	Skill to read and comprehend written materials (e.g., references, memos, letters) to apply information and determine an appropriate course of action.
57	Skill to read and comprehend complex or technical information to interpret or explain it to others.