

**University of North Carolina at Charlotte Band Specification
Business & Technology Applications Specialist**

BTAS Spec.

Description of Work:

This is specialized work in creating, implementing and maintaining technical solutions to develop and monitor applications development or in applying appropriate technology to projects of a broad organizational scope (e.g., department, college, university-wide). Employees research technological changes to determine the impact and integration with existing standards and architecture of applications. Typically, employees are specialists in a software, tool or standard and provide consultation and assistance to other applications development professionals in the organization.

Competencies:

Core	Contributing	Journey	Advanced
Teamwork	Plans and works on joint projects and coordinates with others to achieve agreed upon outcomes.	Builds a team and leads team efforts.	Assesses skills within a team and works to build on individual strengths within the team and leads multiple team efforts.
Customer Service	Establishes a positive relationship by exercising an appropriate action in a timely manner.	Establishes a proactive relationship by demonstrating ownership of customer issues.	Promotes positive customer relationships and mentors others to ensure customer satisfaction.
Organization Awareness	Understands the operation of the unit and enterprise.	Demonstrates in-depth knowledge of the enterprise and relationships.	Demonstrates expert knowledge of the enterprise and relationships.
Effective communication	Presents and receives ideas clearly either in writing or verbally.	Translates advanced technical issues into understandable terms for non-technical users.	Interprets and communicates information, ideas and instruction. Uses persuasion and negotiation to build cooperation and consensus towards decisions.

Functional	Contributing	Journey	Advanced
Planning and Organizing	Works independently on tasks, developing own work schedule and monitoring progress against defined parameters.	Organizes and follows complex and/or detailed technical procedures. Works independently and performs job with minimal supervision.	Independently manages project timelines, resources, staff and leads implementation efforts.
Project Management	Facilitates components of technical projects	Manages projects that require directing the work of others and with some latitude on actions and decisions.	Manages projects that include decision-making authority that directly impacts their direction, scope and outcome.
Technical Knowledge	Exhibits advanced knowledge of specialty area demonstrated by an understanding of and ability to apply the relevant principles and terminology.	Exhibits comprehensive knowledge of the specialty area demonstrated by an understanding and use of the relevant principles, theories and practices.	Exhibits expert knowledge of the work specialty demonstrated by an in-depth understanding and use of advanced principles, theories and practices.

NOTE: This is a generalized representation of positions in this class and is not intended to identify essential functions per ADA. Examples of work are primarily essential functions of the majority of positions in this class, but may not be applicable to all positions.

June, 2005

**University of North Carolina at Charlotte Band Specification
Business & Technology Applications Specialist**

BTAS Spec.

Functional	Contributing	Journey	Advanced
Technical Solution Development	Works with own specialty with ability to integrate and coordinate elements within that specialty. Applies standard and nonstandard technology applications and explores and adapts changing technologies. Independently applies judgment to work assignments to achieve desired outcomes.	Integrates knowledge and skills from other specialties to address work assignments and problems of moderate complexity. Investigates, researches and implements new technologies in specialty or related area.	Demonstrates substantial knowledge of other work specialties with the ability to integrate this knowledge base to achieve solutions to problems of high complexity. Develops highly complex information technology systems. Recommends information technology solutions of a complex nature.
Technical Support	Independently resolves non-routine problems.	Performs and analyzes diagnostics on software and/or hardware.	Makes decisions for technical modifications to prevent future problems. Makes decisions based on weighing options and consequences.
Consulting Skills	Acts as technical resource to others.	Consults with clients, technicians, and analysts to resolve technical problems.	Consults with clients, peers, and managers to proactively establish future technical direction.

Minimum Training and Experience:

The specialist band requires a foundation of knowledge and skills in area of specialization generally obtained from graduating from a four-year college or university with nine semester hours in programming and three years of experience in business application consulting or development. Experience in the field of work related to the position's role may be substituted on a year-for-year basis.

NOTE: This is a generalized representation of positions in this class and is not intended to identify essential functions per ADA. Examples of work are primarily essential functions of the majority of positions in this class, but may not be applicable to all positions.

June, 2005