



Technicians assemble, maintain, or repair equipment, computer networks, or some forms of intellectual property. They are responsible for diagnosing or troubleshooting problems, repairing broken parts, and installing required upgrades. Their work is usually fairly complex and requires some specialized knowledge or skills.

Example Positions

Service Technician, Field Mechanic, Quality Service Technician, Industry Specialist, Desktop Technician

Competencies

Quality Focus – Technicians ensure that all work in their own area of the business, throughout the organization, by vendors, suppliers, etc. is performed with excellence and to high standards for quality and integrity.

Analytical Thinking – They grasp the underlying concepts in complex information, are able to identify root causes of problems, and formulate solutions based on a synthesis of information.

Time Management – They focus on completing all work tasks in a timely manner while remaining responsive enough to react to competing demands and shifting priorities. They are able to manage multiple responsibilities while being organized, keeping on top of important time-sensitive tasks, and performing all work accurately.

Information Seeking – They are driven by an underlying curiosity and desire to know more about things, people, or issues. This involves going beyond routine questions and includes digging or pressing for exact information; resolving discrepancies by asking a series of questions; or conducting less-focused environmental scanning for opportunities or miscellaneous information that may be used in the future.

Continuous Learning – Technicians take responsibility for their own learning and professional development. They are objectively aware of the knowledge and skills required to grow in their career, actively seek out professional development resources to address knowledge and skills needs, and exhibit the personal discipline to accomplish learning goals.

Service Focus – They place emphasis on creating customer loyalty by continually enhancing the customer experience. They show the capacity to identify and understand the needs of customers, manage expectations, and give priority to meeting and exceeding those needs.

Representative Behaviors

- Reviews all work to ensure completeness and accuracy
- Easily grasps the underlying concepts of complex information
- Plans own time and schedules activities to ensure achievement of goals
- Determines accuracy and relevance of gathered information before acting on it
- Identifies and pursues areas for development and training that will enhance job performance
- Ensures all actions and decisions are supportive of service to the customer as well as in the best interests of the company



Technician Job Model

Leading	Active Communication	Interpersonal Dynamics	Making Decisions	Solving Problems	Managing Processes	Self-Management
Leadership Maturity	Influence and Persuasion	Interpersonal Sensitivity	Deliberative Decision Making	Creativity and Innovation	Quality Focus	Composure and Resiliency
Leadership Communication	Conflict Management	Helpfulness	Decisiveness	Analytical Thinking	Compliance	Generating and Expressing Enthusiasm
Driving Results	Negotiating	Service Focus	Strategic Thinking	Learning Agility	Response Orientation	Strength of Conviction
Leading Change	Active Listening	Relationship Building	Organizational Citizenship	Scientific Acumen	Safety Focus	Achievement Motivation and Perseverance
Managing Innovation	Communicating	Collaboration and Teamwork	Information Seeking	Business Acumen	Process Management	Self-Awareness
Managing Quality	Instructing	Organizational Savvy			Time Management	Adaptability
Team Building		Global Mindset			Planning and Priority Setting	Initiating Action
Coaching and Developing Others					Organizing and Documenting Information	Accountability
Delegating					Applying Standard Practices	Professionalism
Fact-Based Management						Continuous Learning
Strategic Talent Management						Extended Task Focus
Directing						Comfort with Ambiguity