CALIPER COMPETENCY LIBRARY
IT Support Specialist

TALOGY | Caliper

IT Support Specialists provide technical assistance and support for issues related to computer systems, software, and hardware. They are responsive to end-users and work to properly diagnose, troubleshoot, and implement solutions to their issues. They provide assistance in a timely manner either remotely or in person, depending on their customer base.

Example positions

Desktop Support Technician, Help Desk Analyst, Help Desk Technician, Information Technology Specialist (IT Specialist), Network Technician, Support Specialist, Technical Support Specialist

COMPETENCIES

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.

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.

Service focus – These individuals 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.

Composure and resiliency – IT Support Specialists are able to deal effectively with pressure, maintain focus and intensity, and remain optimistic and persistent, even under adversity. This competency includes the ability and propensity to recover quickly from setbacks, rejections, and conflicts and to maintain self-control in the face of hostility or provocation.

Quality focus – IT Support Specialists ensure that all work in one's own area of the business, throughout the organization, by vendors, suppliers, etc. is performed with excellence and to high standards for quality and integrity.

Continuous learning – They 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.

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.

Deliberative decision making – They gather, consider, and evaluate all relevant information to make logical conclusions before being moved to action.

Representative behaviors

- Asks insightful questions of others in order to gain deeper understanding of issues

- Easily grasps the underlying concepts of complex information

- Works to understand situations from the customer's perspective

- Responds constructively to unexpected complications

- Reviews all work to ensure completeness and accuracy

- Exhibits a commitment to life-long learning to maintain the knowledge and skills necessary for high performance

- Manages time in a way that allows for responsiveness to shifting demands

- Evaluates short- and long-range implications of decisions

JOB MODEL

Leading	Active Communication	Interpersonal Dynamics	Decisions	Solving Problems	Managing Processes	Self-Management
Leadership Maturity	Influence and Persuasion	Interpersonal Sensitivity	**Deliberate 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