**Role Related Competencies Assessment– Programmer Analyst I**

The information below pertains to role related competencies. The first three competencies are core behaviours expected of all staff within IT. The remaining are role based competencies relevant to the position within the IT Career Framework.

During the review process it is important to highlight specific examples. It might be useful to refer back to previous performance planning discussions to consider how and where performance met or did not meet expectations, as well as to identify other factors that shaped performance.

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| **Core**  **Competency** | **Definition** | **Proficiency Expectations** | **% Meets Expectations** |
| Communication for Results | Clearly and effectively transmits technical and business concepts, ideas, feelings, opinions, and conclusions orally and in writing. Listens attentively and for comprehension. Reinforces words through empathetic body language and tone. | Being Developed: Speaks and writes to peers in ways that support transactional activities. Shares information and asks questions prior to taking action. |  |
| Comments: | | | |
| Problem Solving | Anticipates, identifies, and defines problems. Seeks root causes. Develops and implements practical and timely solutions. | Being Developed: Asks questions and looks for data that helps to identify and differentiate the symptoms and root causes of every day, defined problems. Suggests remedies that meet the needs of the situation and those directly affected. Resolves problems and escalates issues appropriately. |  |
| Comments: | | | |
| Collaboration | Collaborates with other members of formal and informal groups in the pursuit of common missions, vision, values, and mutual goals. Places team needs and priorities above individual needs. Involves others in making decisions that affect them. Draws on the strengths of colleagues and gives credit to others' contributions and achievements. | Being Developed: Participates willingly by supporting team decisions, assisting other team members, and doing his/her share of the work to meet goals and deadlines. Informs other team members about client-related decisions, group processes, individual actions, or influencing events. Shares all relevant and useful information. |  |
| Comments: | | | |
| **Role Related**  **Competency** | **Definition** | **Proficiency Expectations** | **% Meets Expectations** |
| Accountability | Clearly defines mutual expectations of self and others. Takes appropriate actions to ensure obligations are met. Revises standards in response to change. | Being Developed: Asks questions and provides feedback in an effort to clarify mutual expectations. Seeks advice on tasks and responsibilities when needed. |  |
| Comments: | | | |
| Business Process Knowledge | Identifies, documents, and monitors key business processes needed to achieve successful business results. Maps and documents processes. Develops framework for process improvement. | Being Developed: Identifies and documents processes within area of responsibility. Seeks guidance on aspects of process that are out of immediate scope. Drafts procedures that comply with the process. |  |
| Comments: | | | |
| Information Systems Knowledge | Maintains and applies up-to-date knowledge of discrete and integrated information systems elements (hardware, software, and network). | Being Developed: Aware of the primary uses of technology by customers, learning the systems of the enterprise and the customers affected. Responds to day-to-day requests for technical support in areas of primary usage. Escalates questions and problems to relevant technical expert groups. |  |
| Comments: | | | |