Job Code: DEVOM

Work In Progress

Role Definition

Ensures smooth and efficient DevOps operation. Oversees the delivery of DevOps projects, manages team assignments, and collaborates with cross-functional teams to enhance DevOps service quality and customer satisfaction.

Responsibilities

- Manage and optimize the delivery of DevOps services to meet agreed-upon project goals.
- Monitor the performance of DevOps, identify areas for improvement, and implement necessary changes.
- Ensure compliance with SLAs and take corrective actions as needed.
- Lead and mentor a team of IT professionals.
- Foster a collaborative and high-performance work environment.
- Build and maintain strong relationships with internal business units.
- Gather feedback from stakeholders to continually enhance service quality.
- Identify areas for improvement and work with teams to implement process enhancements and automation.
- Collaborate with third-party vendors and suppliers to ensure the delivery of contracted services.
- Designing, implementing, monitoring and optimizing the DevOps architecture and tool chains based on requirement analysis and changes.
- Monitoring and evaluating the performance and efficiency of DevOps workflows, platforms, and infrastructure, and making suggestions for continuous improvement.

Job Requirements

Education Requirements

Bachelors

Experience Requirements

7+ years of proven experience in an IT service delivery management or similar role.

10+ years of hands-on Windows operating systems engineering and troubleshooting.

Experience with DevOps, specifically automation.

Experience with managing teams implementing automation, configuration management, cloud and on-prem development.

Enterprise Infrastructure Data

Business Function

IT and Operations

Business Unit

- Axos Advisor Services and Axos Clearing - Ops and Tech
- Information Technology

Job Family Memberships

- 154 AXC Technology
- 158 AAS Technology
- 852 IT - Infrastructure

Possible Cost Centers

- 0000 Default (For all Departments except Commercial Banking & Axos Clearing)

Job Function

Support

Position Level

Manager

Management Position:

Yes

FLSA Status

Exempt

EEOC Job Classification

First/Mid-Level Officials and Managers

NAICS Worker's Comp Code

- 8810
- 953
- 4904

Job Role Type

Specialized

Compliance Code

- AXC
- Axos Robo Advisor
- IT Group

IT Hardware Assignment

Laptop Computer

BU IT Role {Defines User Access Permissions}

- 852-Information Technology - Infrastructure BU Role: Infrastructure Team Lead

BGCheck Package:

Below VP Level

Job Function / Family

Technology : Holds all of the Technology job profiles for the enterprise.

Legend

☐ Low priority   ☐ Normal priority   ☐ High priority   ☐ Not assessable

Foundational

Business, Individual, Management and Leadership competencies for general functions in the organization.

Leadership	1	2	3	4	
Systems Thinking		☐			Working Knowledge Normal Priority

Competency Descriptors

Leadership

Systems Thinking: Knowledge of the critical interdependencies among individual system elements that help and hinder performance; ability to plan and design solutions that synchronize resources to achieve business results.

★ **Required level: Working Knowledge (2)**

Required level priority: Normal
- Monitors systems after interventions to confirm success and to diagnose new or remaining problems.
- Analyzes the dynamics of a system to determine key characteristics, properties, and functions.
- Attributes systemic problems correctly to interpersonal dynamics when appropriate.
- Escalates systemic problems that impede group performance.
- Surfaces problems within systems and searches for root causes.

Functional

Technical competencies by functional area for general functions in the organization.

Banking and Financial Services	1	2	3	4	
Securities Underwriting		☐			Working Knowledge Normal Priority
High Technology	1	2	3	4	
Software Release Management		☐			Working Knowledge Normal Priority
Virtualization Tools & Technologies		☐			Working Knowledge Normal Priority
Information Technology	1	2	3	4	
IT Compliance		☐			Working Knowledge Normal Priority
Agile Methodologies		☐			Working Knowledge Normal Priority
Agile Project Management		☐			Working Knowledge Normal Priority
CI/CD Pipeline		☐			Working Knowledge Normal Priority
Cloud Computing		☐			Working Knowledge Normal Priority
Cloud Computing Architecture		☐			Working Knowledge Normal Priority
Cloud Resource Management		☐			Working Knowledge Normal Priority
Cloud Security		☐			Working Knowledge Normal Priority

	1	2	3	4	
Configuration Management		☐			Working Knowledge Normal Priority
Design Thinking		☐			Working Knowledge Normal Priority
DevOps Tools		☐			Working Knowledge Normal Priority
E-mail Administration		☐			Working Knowledge Normal Priority
Groupware Administration		☐			Working Knowledge Normal Priority
Human-Centered Design (HCD)		☐			Working Knowledge Normal Priority
Implementation		☐			Working Knowledge Normal Priority
Microservices		☐			Working Knowledge Normal Priority
Platform as a Service (PaaS)		☐			Working Knowledge Normal Priority
Release Management		☐			Working Knowledge Normal Priority
Remote/Mini Data Center Management		☐			Working Knowledge Normal Priority
Telecommunications		☐			Working Knowledge Normal Priority
Test Automation		☐			Working Knowledge Normal Priority
Technical Framework	**1**	**2**	**3**	**4**	
Security as Code (SaC)		☐			Working Knowledge Normal Priority
Technology Tools	**1**	**2**	**3**	**4**	
Ansible		☐			Working Knowledge Normal Priority
CGI Script		☐			Working Knowledge Normal Priority
Chef		☐			Working Knowledge Normal Priority
Google Cloud Platform (GCP)		☐			Working Knowledge Normal Priority
JavaScript		☐			Working Knowledge Normal Priority
Jscript		☐			Working Knowledge Normal Priority
Microsoft Azure		☐			Working Knowledge Normal Priority
PVCS Version Manager		☐			Working Knowledge Normal Priority
Red Hat		☐			Working Knowledge Normal Priority
Telecommunications	**1**	**2**	**3**	**4**	
Network Architecture and Design		☐			Working Knowledge Normal Priority
Network Configuration Management		☐			Working Knowledge Normal Priority

Competency Descriptors

Banking and Financial Services

Securities Underwriting: Knowledge of the concepts, operation and procedures of securities underwriting; ability to perform underwriting projects successfully while complying with related regulations.

★ **Required level: Working Knowledge (2)**

Required level priority: Normal
- Participates in the review of clients' financial status and identifies clients' funding needs.
- Assists in preparing and filing registration statements with a high level of accuracy.
- Performs due diligence investigations on prospective clients following established guidelines.
- Selects appropriate formulas and parameters to calculate the issuance price for a specific corporate bond.
- Communicates with clients on the impact of a secondary offering.

High Technology

Software Release Management: Knowledge of strategies, practices and tools for managing versions and distribution of software products and enhancements; ability to evaluate and improve release management practices and tools.

★ **Required level: Working Knowledge (2)**

Required level priority: Normal
- Is informed on process and status of release testing, validating, packaging and deployment plans.
- Describes major conversion and migration issues and considerations.
- Helps deploy new releases for one or more products.
- Distributes communications, with guidance, about product release delays.
- Participates in coordinating or compiling documentation to accompany each release.

Virtualization Tools & Technologies: Knowledge of virtualization tools and technologies; ability to utilize virtualization tools and technologies such as VMware, Citrix, et al to establish and maintain a virtual infrastructure.

★ **Required level: Working Knowledge (2)**

Required level priority: Normal
- Analyzes the capabilities, features and performance standards of various virtualization tools and technologies.
- Uses automated tools to test virtualized components for compliance with requirements.
- Uses virtualization tools within a simulated environment.
- Documents virtualization processes and results; generates and analyzes detail and summary reports.
- Implements established tool and technology standards, procedures and policies in virtualization processes.

Information Technology

IT Compliance: Knowledge of IT Compliance frameworks and, industry and legal regulations; Ability to define, implement and abide by IT Compliance policies and procedures.

★ **Required level: Working Knowledge (2)**

Required level priority: Normal
- Assists in the remediation and reporting of new and outstanding IT compliance issues.
- Conducts risk analysis and self-assessment programs, and ensures their timely completion.
- Follows established internal and external regulations and procedures to ensure IT Compliance.

- Participates in IT audit and compliance activities by collecting documentation and artifacts required for regulatory inquiries.
- Supports in implementing appropriate IT security procedures and aligning them with internal and external regulations.

Agile Methodologies: Knowledge of concept and principles of agile methodology; ability to apply appropriate agile approaches in the processes of software development and delivery.

★ **Required level: Working Knowledge (2)**

Required level priority: Normal
- Works with basic agile methods in software engineering and delivery.
- Assists in making and maintaining technical documentation.
- Responds to fast-changing clients' requirements; interprets the requirements into technical language.
- Participates in regular meeting to report stage results and adjust goals for the next stage.
- Collaborates with team members to complete stage development goals within limited time.

Agile Project Management: Knowledge of effective agile project management strategies and tactics; ability to plan, organize, monitor, and control projects, ensuring efficient utilization of technical and administrative resources to achieve project objectives.

★ **Required level: Working Knowledge (2)**

Required level priority: Normal
- Participates in projects with agile ways of working for optimizing the processes.
- Gives examples of agile deliverable used to demonstrate project progress.
- Identifies specific agile measurements and their use in project management.
- Distinguishes agile methods and common methods in implementing and delivering a requirement.
- Identifies any impediments in the process of adopting agile approaches in the project.

CI/CD Pipeline: Knowledge of concepts, values and tools applied in building Continuous Integration(CI), Continuous Delivery and Continuous Deployment(CD) pipeline; ability to design, build, implement and maintain CI/CD pipelines to achieve the automation of software delivery process.

★ **Required level: Working Knowledge (2)**

Required level priority: Normal
- Works with DevOps tools to set up and maintain CI/CD pipeline.
- Communicates and collaborates with cross team members to complete environment provisioning and configuration.
- Implements scripts to achieve the automation of a certain phase, such as build, test and deploy.
- Tests and monitors the operation of CI/CD platform and workflows.
- Assists in making and maintaining technical documentation.

Cloud Computing: Knowledge of the concepts, technologies and services of cloud computing; ability to design, deploy and implement cloud computing solutions in various business environment.

★ **Required level: Working Knowledge (2)**

Required level priority: Normal
- Works with a specific cloud service model, such as Infrastructure as a Service (IaaS) or Software as a Service (SaaS).

- Follows established procedures in defining client requirements for cloud services.
- Implements a specific cloud service model, such as Infrastructure as a Service (IaaS), Software as a Service (SaaS) or Serverless computing.
- Carries out tasks, under supervision, to increase capacity or add capabilities through cloud computing.
- Documents and resolves basic problems related to cloud security.

Cloud Computing Architecture: Knowledge of concepts, applications, technologies of cloud computing; ability to design and develop systems architectures that fulfill the cloud computing services.

★ **Required level: Working Knowledge (2)**

Required level priority: Normal

- Documents requirements for application programming interfaces (APIs).
- Illustrates, with guidance, changes to cloud computing architectures.
- Participates in designing and implementing cloud computing architectures.
- Selects design appropriate tools and technologies for cloud computing architecture.
- Translates, under supervision, client data management requirements into technology designs.

Cloud Resource Management: Knowledge of the concepts and methodology used in cloud resource management; ability to manage resources in large-scale applications with dynamic infrastructures.

★ **Required level: Working Knowledge (2)**

Required level priority: Normal

- Works with basic resource management tools and methods in private cloud environments.
- Implements basic VMwares for performing single-resource management control with limited hosts.
- Carries out tasks, under supervision, to develop basic distributed grid systems for resource management.
- Assists in defining the data format, type, and other parameters in specific cloud service environments.
- Addresses complex resource management issues for large-scale applications and dynamic infrastructures.

Cloud Security: Knowledge of tools, technologies and processes of cloud security; ability to minimize security risks to secure cloud computing services.

★ **Required level: Working Knowledge (2)**

Required level priority: Normal

- Participates in basic security engineering tasks, such as access control.
- Responds to cloud security incidents following established rules and procedures.
- Works with and maintains real-time monitoring tools for cloud security.
- Reviews and identifies interface vulnerabilities of a specific cloud platform.
- Utilizes specific tools and techniques to prevent commonly occurring security attacks, such as phishing.

Configuration Management: Knowledge of configuration management; ability to oversee the processes, tools and techniques used to manage hardware, software, communications, facilities and personnel which provide IT services for an organization.

★ **Required level: Working Knowledge (2)**

Required level priority: Normal

- Describes the process and procedures for implementing change to a specific configuration.
- Creates and maintains dependency management charts.
- Uses basic tools to track the maintenance, movement, and problems with configuration items.

- Follows established configuration standards and procedures; documents all procedures for version control.
- Creates reports and charts on configurations dependencies, visualization and tracking of changes.

Design Thinking: Knowledge of concepts, principles, and processes of design thinking; ability to utilize the knowledge in designing new products and services and even improving organizational operation.

★ **Required level: Working Knowledge (2)**

Required level priority: Normal
- Performs design thinking tasks and initiatives following established guidelines.
- Compiles, catalogs, and documents the data collected in design thinking processes, such as personas.
- Presents prototypes to sponsor users and makes suggestions based on the feedback.
- Adheres to standard design thinking processes to design specific products and services.
- Evaluates the effects and performance of design thinking methods under supervision.

DevOps Tools: Knowledge of features, functions and capabilities of DevOps tools and techniques; ability to utilize related tools and techniques to facilitate the adoption and operation of DevOps.

★ **Required level: Working Knowledge (2)**

Required level priority: Normal
- Works with the tools used in a specific DevOps phase, such as Continuous Integration (CI).
- Installs and configures DevOps tools following guidelines.
- Utilizes appropriate tools to build automation in a specific DevOps stage.
- Compares different tools used in a specific DevOps phase, such as Continuous Monitoring.
- Examines problems in current DevOps tools.

E-mail Administration: Knowledge of email administration; ability to manage an organization's entire email system to support business communication processes.

★ **Required level: Working Knowledge (2)**

Required level priority: Normal
- Implements spam and spyware filters, firewalls and e-mail monitoring software.
- Provides administrative and technical support for e-mail users and e-mail response systems.
- Resolves common e-mail problems for users effectively.
- Adheres to e-mail administration requirements, procedures and policies.
- Controls e-mail server capacities; notifies upper management upon exceeding thresholds.

Groupware Administration: Knowledge of collaborative software; ability to use tools and processes for administering a shared technology environment for a distributed workforce (e.g., group document handling, calendaring, publication coordination and routing).

★ **Required level: Working Knowledge (2)**

Required level priority: Normal
- Applies database analysis process, statistics and event monitoring tools and reports.
- Addresses common problems using diagnostic tools and likely resolutions.
- Assists with the administration of a collaborative application and platform.
- Explains security, stored procedures and naming conventions and restrictions.
- Implements day-to-day administrative activities and utilizes associated tools.

Human-Centered Design (HCD): Knowledge of Human-Centered Design model, principle, and concepts; ability to understand the perspective of people who experience a problem, their needs, and provide them with a solution which truly meets their needs effectively.

★ **Required level: Working Knowledge (2)**

Required level priority: Normal
- Follows related guidelines to identify new, advanced, and readily acceptable initiatives.
- Defines the problem carefully to ensure that no assumptions for causes or solutions are implied and the desired outcome is clear.
- Encourages others to share creative ideas; resists passing judgment to others' ideas.
- Gathers and compiles required information to recommend a solution.
- Presents prototypes to sponsor users and makes suggestions based on the feedback.

Implementation: Knowledge of how to run applications for organizations; ability to implement application software within an organization and help end-users perform specific tasks (ex: accounting or graphic design).

★ **Required level: Working Knowledge (2)**

Required level priority: Normal
- Tracks problems associated with the quality and effectiveness of application software.
- Researches the benefits and drawbacks of an organization's application software.
- Drafts application software usage for the department's needs.
- Provides instant support for end users of application software.
- Implements a specific application software under the supervision of management.

Microservices: Knowledge of databases, platforms and processes of microservices; ability to develop, test, deploy and monitor microservices to meet business needs.

★ **Required level: Working Knowledge (2)**

Required level priority: Normal
- Conducts primary activities in microservices design, testing, deployment and maintenance.
- Follows established standard operating procedures to build and deploy microservices rapidly.
- Uses appropriate programming languages, databases and tools (e.g., Docker, Kubernetes, Istio) to develop and implement microservices.
- Performs various testing for microservices, such as unit testing and user acceptance testing.
- Takes advantage of logs and metrics to detect and debug microservices problems.

Platform as a Service (PaaS): Knowledge of Platform as a Service (PaaS) technologies and processes; ability to implement and outsource the application development and support platform.

★ **Required level: Working Knowledge (2)**

Required level priority: Normal
- Tests and supports the platform environment using appropriate tools and technologies.
- Configures, customizes and supports the development toolkit and tools.
- Works with the implementation and support of an outsourced development platform.
- Highlights the relationship to other cloud computing services and service functions.
- Compares and contrasts different pricing and service models of PaaS.

Release Management: Knowledge of activities, practices, deliverables and application release techniques; ability to manage and control the implementation of new or enhanced applications into a production/live environment.

★ **Required level: Working Knowledge (2)**

Required level priority: Normal
- Analyzes reasons why a proposed software release might be rejected.
- Utilizes available tools and procedures to manage all software configuration items for product release.
- Researches requirements for different types of documentation that must accompany the release.
- Participates in moving software from test to production status.
- Documents key activities and deliverables in a product release and updated processes, as necessary.

Remote/Mini Data Center Management: Knowledge of remote or distributed data centers; ability to manage a remote data center's operating environment and daily operational requirements.

★ **Required level: Working Knowledge (2)**

Required level priority: Normal
- Discusses issues regarding the production environment and associated business criticalities.
- Explains local hardware, software and telecommunications infrastructure components and applications.
- Resolves issues related to the day-to-day operations of a remote data center.
- Follows established problem identification, escalation and resolution procedures.
- Creates documentation on needed operational resources (hardware, software, premises, security, personnel).

Telecommunications: Knowledge of telecommunications platforms; ability to plan, design and manage the global, regional and local telecommunications architecture and provide network support.

★ **Required level: Working Knowledge (2)**

Required level priority: Normal
- Evaluates planned network changes; addresses their potential impact in day-to-day operations.
- Maintains carrier technologies such as digital, telephone and fiber optics.
- Debugs equipment using basic functions and features of major network components.
- Demonstrates knowledge of installed local networks, devices and links to remote networks.
- Monitors and addresses the performance of running applications on the network.

Test Automation: Knowledge of automated testing frameworks, tools and processes; ability to design, implement and improve test automation.

★ **Required level: Working Knowledge (2)**

Required level priority: Normal
- Designs and executes automated tests in different stages.
- Creates test cases, including writing test scripts, by using appropriate languages to automate tests like Unit tests, API tests, UI tests.
- Selects right tools such as Selenium, MABL, QTP for specific test automation tasks.
- Collects, analyzes and investigates defects in test automation.
- Generates reports and documentation of automated testing deliverables and efforts.

Technical Framework

Security as Code (SaC): Knowledge of the concepts, methods, patterns and tools of Security as Code (SaC) model; ability to build security into DevOps tools and practices.

★ **Required level: Working Knowledge (2)**

Required level priority: Normal
- Configures and automates the process of code analysis, penetration testing, and container vulnerability scanning.
- Implements tests to ensure compliance to standards and regulations such as PCI and SOX.
- Investigates security defects in applications during development.
- Assesses architectures for security vulnerabilities and suggests alternatives.
- Leverages computer security and networking diagnostic tools.

Technology Tools

Ansible: Knowledge of features, functionality and capabilities of Ansible tools; ability to implement and apply related tools to automate configuration management and application deployment.

★ **Required level: Working Knowledge (2)**

Required level priority: Normal
- Installs and upgrades Ansible with a specific tool, such as pip or yum.
- Applies basic ad-hoc commands for operational requirements.
- Defines, builds and configures a specific Ansible file.
- Utilizes the vault function of Ansible to ensure security.
- Edits and integrates testing with Ansible playbooks.

CGI Script: Knowledge of Common Gateway Interface (CGI) Script; ability to use CGI Script in the development and maintenance of Web-based applications.

★ **Required level: Working Knowledge (2)**

Required level priority: Normal
- Uses basic tools and techniques for debugging.
- Codes or modifies a simple CGI Script.
- Uses CGI Script to extract data from a database onto a web page.
- Uses CGI Script to validate form elements.
- Constructs and uses CGI commands/functions in applications.

Chef: Knowledge of features, functionalities and capabilities of Chef platform; ability to utilize related tools and technologies to automate configuration and application deployment.

★ **Required level: Working Knowledge (2)**

Required level priority: Normal
- Installs and configures chef server, chef workstation and chef client following SOP.
- Selects, applies and executes appropriate Chef command-line tools to achieve a certain function.
- Edits Cookbook recipes according to the defined configuration and deployment requirements.
- Successfully performs troubleshooting and resolution of Chef implementation problems.
- Uploads developed and tested codes to Chef Infra Server.

Google Cloud Platform (GCP): Knowledge of the GCP products and services; ability to apply the GCP cloud computing services in various business scenarios.

★ **Required level: Working Knowledge (2)**

Required level priority: Normal
- Follows established procedures in defining client requirements for Google Cloud services.
- Builds, manages and maintains infrastructures based on Google Cloud platform.
- Participates in the development and deployment of storage and databases over the Google Cloud platform.
- Selects and applies Google Cloud computing services in the development, deployment and implementation of applications.
- Tells the differences among leading cloud and virtualization platforms, such as AWS, Azure, Google Cloud and etc.

JavaScript: Knowledge of JavaScript concepts and applications; ability to use JavaScript in the development and maintenance of Web-based application systems.

★ **Required level: Working Knowledge (2)**

Required level priority: Normal
- Demonstrates ability to code or modify a simple JavaScript module.
- Gives examples of different JavaScript frameworks, libraries, runtime environments, tools and plugins.
- Uses JavaScript to validate form elements.
- Describes the challenges of implementing JavaScript across different browsers.
- Writes event handlers in JavaScript.

Jscript: Knowledge of Jscript; ability to use Jscript in the development and maintenance of Web-based application systems.

★ **Required level: Working Knowledge (2)**

Required level priority: Normal
- Codes or modifies a simple Jscript module.
- Writes event handlers in Jscript.
- Explains how commands/functions are constructed and used in applications.
- Uses Jscript to validate form elements.
- Uses basic tools and techniques for debugging Jscript issues.

Microsoft Azure: Knowledge of the Azure products and services; ability to apply the Azure cloud computing services in various business scenarios.

★ **Required level: Working Knowledge (2)**

Required level priority: Normal
- Follows established procedures in defining client requirements for Azure Cloud services.
- Participates in developing and maintaining Azure cloud storage architectures.
- Troubleshoots common networking technical problems using available Azure services and products.
- Migrates workload from local to Azure platform following standard processes.
- Explains the differences among leading cloud and virtualization platforms, such as AWS, Azure, Google Cloud, and etc.

PVCS Version Manager: Knowledge of PVCS; ability to use PVCS tools for version control and configuration management.

★ **Required level: Working Knowledge (2)**

Required level priority: Normal
- Maintains production releases through branching, merging and promotion models.
- Operates standard PVCS features and facilities to manage version changes.
- Successfully performs troubleshooting and resolution of implementation problems.
- Conducts archives importing where necessary, in diverse situations.
- Performs routine tasks such as: create and change workspaces, lock and unlock archives, etc.

Red Hat: Knowledge of the Red Hat products and services; ability to apply related components, tools and technologies in various business scenarios.

★ **Required level: Working Knowledge (2)**

Required level priority: Normal
- Applies basic Red Hat services for business purposes.
- Follows established procedures in defining client requirements for Red Hat solutions.
- Diagnoses and resolves a variety of basic data network problems on Red Hat platform.
- Develops, deploys, and delivers cloud-native applications on Red Hat platform.
- Performs Red Hat system administration tasks, such as configuring file systems, as required.

Telecommunications

Network Architecture and Design: Knowledge of the process, tools and methods for network architecture and design; ability to capture requirements and translate them into blueprints for wireline, wireless and hybrid network infrastructure.

★ **Required level: Working Knowledge (2)**

Required level priority: Normal
- Assists in designing bridges to other networks or systems.
- Assists in developing logical and physical blueprints and network realization plans.
- Follows protocol and works with spectrum analyzers.
- Participates in network modeling, simulations and defining use cases.
- Selects appropriate tools and approaches for eliciting, analyzing and documenting required network functionality.

Network Configuration Management: Knowledge of network configuration management; ability to apply the processes, tools and techniques for managing the inventory of hardware, software and communications equipment and tracking changes to production networks.

★ **Required level: Working Knowledge (2)**

Required level priority: Normal
- Shares experiences with using and modifying configuration templates.
- Works with maintaining hardware and software configurations for selected networks.
- Creates and maintains dependency management charts.
- Discusses tools and techniques for change detection and management.
- Supports device configuration collection, backup, viewing, archiving and comparison.

Axos Core Competencies

Contains the Axos Enterprise core competencies that are mandated by CEO to be present on all established job profiles. Includes 4 team member competencies plus 1 additional for managers.

Team Member Competencies [Required for all Job Profiles]	1	2	3	4	
Problem Solving		☐			Level 2 Normal Priority

Competency Descriptors

Team Member Competencies [Required for all Job Profiles]

Problem Solving: Knowledge of approaches, tools, techniques for recognizing, anticipating, and resolving organizational, operational or process problems; ability to apply knowledge of problem solving appropriately to diverse situations.

★ **Required level: Level 2 (2)**

Required level priority: Normal
- Identifies and documents specific problems and resolution alternatives.
- Examines a specific problem and understands the perspective of each involved stakeholder.
- Develops alternative techniques for assessing accuracy and relevance of information.
- Helps to analyze risks and benefits of alternative approaches and obtain decision on resolution.
- Uses fact-finding techniques and diagnostic tools to identify problems.