* Job Factor

**IC2 - Customer Service / Support (Peer Relationships, Customer Focus, Interpersonal Savvy, Organizational Agility)**

* Description

Majority of liaison is on internal basis with peers. May have frequent interactions with external contacts on routine matters. May represent the Department on specific projects.

1. Treat everything as a learning experience. Every single day presents a new opportunity for you

2. Share the best way for others to communicate with you.

3. Deliver messages at the right moments.

4.Evaluate what goods or services you provide to a customer base.

5. Make time to bond with each other

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* Job Factor

**IC2 - Discretion / Latitude (Organizing, Time Management, Planning)**

* Description

Work is completed under general supervision. Manager reviews work for soundness of judgment and overall adequacy and accuracy.

* 1. Make a list the thing about making lists is that you actually have to use them.
  2. Generally, time management refers to the development of processes and tools that increase efficiency and productivity.
  3. Set a deadline and try my best to stick to it. Set my deadline a few days before the task absolutely has to be done.
  4. [Breaking tasks down into steps](http://www.kent.ac.uk/careers/sk/time.htm#tasks)
  5. Revise plan as appropriate map put several routes to your goal.

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* Job Factor

**IC2 - Impact (Drive for Results, Managerial Courage, Strategic Agility, Process Management)**

* Description

Contributes to the completion of function or team goals. Errors in judgment or failure to achieve results would typically require limited resources to rectify.

* 1. 1 . One of the major transition has been successfully completed (Thunderhead)
  2. 2. Define some business rules to improve the [functionality](https://www.google.co.in/search?safe=active&espv=2&biw=1366&bih=667&q=functionality&spell=1&sa=X&ei=f3GSVNf_B4zdoASxmICAAw&ved=0CBgQvwUoAA) of daily tasks and also keep on track.
  3. 3. Optimise the process for better and visible understanding.
  4. 4. Knowledge share between internal and external teams.
  5. 5. Planning to achieve 100% deployment work till next quarter.
* Job Factor

**IC2 - Knowledge (Technical / Functional Skills, Business Acumen, Intellectual Horsepower)**

* Description

General application of concepts and principles. Moderate knowledge of industry practices and standards with ability to apply those under manager direction.

* 1. Learning new technology to improve our process. basically FOCUSING ON CLIENT NEEDS
  2. Be clear about the problem you are trying to solve.
  3. automation is the highest priority for me to save man hour.
* Job Factor

**IC2 - Problem Solving (Perspective, Dealing with Ambiguity, Decision Quality/Timeliness, Innovation Management, Strategic Agility)**

* Description

Develops solutions to functional or departmental problems of moderate scope and complexity. Refers to policies and practices for guidance and takes initiative to broaden their application, as appropriate.

* 1. **What’s the best way to establish credibility for new programs within our systems ?**
  2. **SENIOR MANAGEMENT SUPPORT**
  3. 1. Set expectations with your team and all stakeholders that it is an ambiguous situation you are working through. It will take time and experimentation.
  4. Try a few small experiments. Learn, quickly course correct, and keep making progress. Create a group culture around taking risks.
  5. 3