

2210 — Customer Support
GS - 7/9

<i>Functional Competency</i>	<i>Required Proficiency Level</i>
<i>Technical Skills</i>	
Network Management	2 - Foundational
Operations Support	2 - Foundational
<i>Task Execution</i>	
Attention to Detail	2 - Foundational
Computers and Electronics	2 - Foundational
Customer Service	3 - Intermediate
Decision Making	2 - Foundational
Flexibility	2 - Foundational
Information Management	2 - Foundational
Integrity/Honesty	3 - Intermediate
Interpersonal Skills	3 - Intermediate
Learning	2 - Foundational
Memory	3 - Intermediate
Reading	3 - Intermediate
Reasoning	2 - Foundational
Self-Esteem	2 - Foundational
Self-Management	2 - Foundational
Stress Tolerance	2 - Foundational
Teamwork	2 - Foundational
<i>Supervisory Effectiveness</i>	2 - Foundational
Teaching Others	2 - Foundational