

2210 — Customer Support
GS - 13/14

<i>Functional Competency</i>	<i>Required Proficiency Level</i>
<i>Technical Skills</i>	
Network Management	3 - Intermediate
Operations Support	3 - Intermediate
Information Technology Performance Assessment	3 - Intermediate
<i>Task Execution</i>	
Attention to Detail	4 - Advanced
Computers and Electronics	4 - Advanced
Customer Service	3 - Intermediate
Decision Making	4 - Advanced
Flexibility	4 - Advanced
Information Management	4 - Advanced
Integrity/Honesty	4 - Advanced
Interpersonal Skills	4 - Advanced
Learning	4 - Advanced
Memory	3 - Intermediate
Reading	4 - Advanced
Reasoning	3 - Intermediate
Self-Esteem	3 - Intermediate
Self-Management	3 - Intermediate
Stress Tolerance	4 - Advanced
Teamwork	3 - Intermediate
Writing	4 - Advanced
Teamwork	4 - Advanced
Writing	3 - Intermediate
<i>Supervisory Effectiveness</i>	
Teaching Others	4 - Advanced