

**2210 — Customer Support**  
**GS - 15**

<i>Functional Competency</i>	<i>Required Proficiency Level</i>
<i>Technical Skills</i>	
Network Management	5 - Expert
Operations Support	5 - Expert
Information Technology Performance Assessment	4 - Advanced
<i>Task Execution</i>	
Administration and Management	3 - Intermediate
Attention to Detail	4 - Advanced
Computers and Electronics	5 - Expert
Creative Thinking	4 - Advanced
Customer Service	5 - Expert
Decision Making	4 - Advanced
Flexibility	4 - Advanced
Information Management	4 - Advanced
Integrity/Honesty	4 - Advanced
Interpersonal Skills	4 - Advanced
Learning	3 - Intermediate
Memory	4 - Advanced
Planning and Evaluation	4 - Advanced
Reading	3 - Intermediate
Reasoning	4 - Advanced
Self-Esteem	4 - Advanced
Self-Management	4 - Advanced
Stress Tolerance	4 - Advanced
Teamwork	4 - Advanced
Writing	3 - Intermediate
<i>Supervisory Effectiveness</i>	
Teaching Others	4 - Advanced
Vision	3 - Intermediate