

2210 — System Analysis Competency Definitions

Competency	Definition	Category
Attention to Detail	Thorough when performing work and conscientious about attending to detail.	Task Execution
Business Process Reengineering	Knowledge of methods, metrics, tools, and techniques of Business Process reengineering.	Technical Skills
Computer Languages	Knowledge of computer languages and their applications to enable a system to perform specific functions.	Technical Skills
Computers and Electronics	Knowledge of electric circuit boards, processors, chips, and computer hardware and software, including applications and programming.	Task Execution
Cost Benefit Analysis	Knowledge of the principles and methods of cost benefit analysis, including the time value of money, present value concepts, and quantifying tangible and intangible benefits.	Technical Skills
Creative Thinking	Uses imagination to develop new insights into situations and applies innovative solutions to problems; designs new methods where established methods and procedures are inapplicable or are unavailable.	Task Execution
Customer Service	Works with clients and customers (that is, any individuals who use or receive the services or products that your work unit produces, including the general public, individuals who work in the agency, other agencies, or organizations outside the Government) to assess their needs, provide information or assistance, resolve their problems, or satisfy their expectations, knows about available products and services; is committed to providing high quality products and services.	Task Execution

Data Management	Knowledge of the principles, procedures, and tools of data management, such as modeling techniques, data backup, data recovery, data dictionaries, data warehousing, data mining, data disposal, and data standardization processes.	Technical Skills
Decision Making	Makes sound, well-informed, and objective decisions; perceives the impact and implications of decisions; commits to action, even in uncertain situations, to accomplish organizational goals; causes change.	Task Execution
Flexibility	Is open to change and new information; adapts behavior or work methods in response to new information, changing conditions, or unexpected obstacles; effectively deals with ambiguity.	Task Execution
Influencing/ Negotiating	Persuades others to accept recommendations, cooperate, or change their behavior; works with others towards an agreement; negotiates to find mutually acceptable behaviors.	Task Execution
Information Management	Identifies a need for and knows where or how to gather information; organizes and maintains information or information management systems.	Task Execution
Integrity/Honesty	Contributes to maintaining the integrity of the organization; displays high standards of ethical conduct and understands the impact of violating these standard on an organization, self, and others; is trustworthy.	Task Execution

Interpersonal Skills	Shows understanding, friendliness, courtesy, tact, empathy, concern, and politeness to others; develops and maintains effective relationships with others; may include effectively dealing with individuals who are difficult, hostile, or distressed, relates well to people from varied backgrounds and different situations; is sensitive to cultural diversity, race, gender, disabilities, and other individual differences.	Task Execution
Learning	Uses efficient learning techniques to acquire and apply new knowledge and skills; uses training; feedback, or other opportunities for self-learning and development.	Task Execution
Memory	Recalls information that has been presented previously.	Task Execution
Planning and Evaluation	Organizes work, sets priorities, and determines resource requirements; determines short-or long-term goals and strategies to achieve them; coordinates with other organizations or parts of the organization to accomplish goals; monitors progress and evaluates outcomes.	Task Execution
Program/Project Management	Knowledge, capabilities and practices associated with formulating, planning, implementing, managing, tracking and evaluating work and its associated requirements and risks, ranging from one-time projects to program-level work. Critical abilities are to define customer and stakeholder needs and constraints, reduce ambiguity in objectives, develop and manage an efficient project organizational structure, and apply system architecture principles to develop and manage technical requirements in order to achieve the appropriate balance between resources, schedule, and technical requirements. Includes knowledge associated with system architecture, finance, budgeting, risk assessment, schedule, configuration management, contract technical management, and project controls.	Supervisory Effectiveness

Reading	Understands and interprets written material, including technical material, rules, regulations, instructions, reports, charts, graphs, or tables; applies what is learned from written material to specific situations.	Task Execution
Reasoning	Identifies rules, principles, or relationships that explain facts, data, or other information; analyzes information and makes correct inferences or draws accurate conclusions.	Task Execution
Requirements Analysis (IT Systems)	Understanding of requirements determination, architecture and typology of software, hardware, and networks. Knowledge of components, associated protocols, standards, system operations, integration, and associated controlling software.	Technical Skills
Self-Esteem	Believes in own self-worth; maintains a positive view of staff and displays a professional image.	Task Execution
Self-Management	Sets well-defined and realistic personal goals; displays a high level of initiative, efforts, and commitment towards completing assignments in a timely manner; works with minimal supervision; is motivated to achieve; demonstrates responsible behavior.	Task Execution
Stress Tolerance	Deals calmly and effectively with high stress situations (for example, tight deadlines, hostile individuals, emergency situations, dangerous situations).	Task Execution
Teamwork	Encourages and facilitates cooperation, pride, trust, and group identity; fosters commitment and team spirit; works with others to achieve goals.	Task Execution

Technology Management	Integrates technology into the workplace; develops strategies using new technology to manage and improve program effectiveness; understands the impact of technological changes on the organization.	Supervisory Effectiveness
Writing	Recognizes or uses correct English grammar, punctuation, and spelling; communicates information (for example, facts, ideas, or messages) in a succinct and organized manner; produces written information, which may include technical material, that is appropriate for the intended audience.	Task Execution
