

APPENDIX L: KSAPC Inventory

#	Knowledge, Skill, Ability
K1.	Comprehensive knowledge of IT principles and practices used in the delivery of services.
K2.	Comprehensive knowledge of mainframe, midrange and personal computer hardware and software products to provide guidance on the selection, maintenance, and implementation of application systems.
K3.	Comprehensive knowledge of SDLC principles and methods for Information Technology services.
K4.	Comprehensive knowledge of the principles of effective verbal, written, and group communications to accurately and effectively communicate job related information.
K5.	Basic knowledge of statistical methods to accurately review and analyze data.
K6.	General knowledge of the principles and practices of public administration, organization, and management as it relates to the IT organization.
K7.	General knowledge of training techniques to effectively educate IT customers and staff.
K8.	General knowledge of departmental policies and procedures as it relates to information technology.
K9.	Comprehensive knowledge of the principles of information security as they relate to the protection of IT assets.
K10.	General knowledge of the operational recovery planning process as it relates to the recovery of all IT assets.
K11.	General knowledge of project management principles, practices, and procedures as they relate to the effective delivery of IT services.
K12.	General knowledge of State rules and regulations as they relate to contract management.
A1	Write complex programs to deliver application functionality.
A2	Develop detailed specifications to deliver IT functionality.
A3	Analyze logically and creatively to identify problems, draw valid conclusions, and develop effective solutions to business problems.
A4	Apply creative thinking in the design, development, and delivery of effective IT services.
A5	Effectively apply interpersonal and communication techniques with IT professionals and others to create an environment that is conducive to carrying out the mission of the IT organization in an efficient manner.
A6	Speak and write effectively adjusting style, method, and tools for the knowledge base of the audience to provide information.
A7	Effectively apply SDLC principles and methods to the delivery of Information Technology services.
A8	Effectively apply project management principles and methods to the delivery of Information Technology services.

