

INF—Information Management: Customer Support Competencies

(Revised 03-28-2005)

This Matrix is a one-page snapshot of all the competencies associated with this Learning Category or Competency Group. To review the competency descriptions, jobs, and task statements associated with these competencies, use this [link](#).

Advanced-Level Competencies

								NPS				
								OPM				
								NPS				
								OPM		<ul style="list-style-type: none"> 1 Database Administration 2 Systems Integration 3 Network Management 4 Telecommunications 		
		NPS										
		OPM		<ul style="list-style-type: none"> 1 Hardware 2 Information Technology Architecture 3 Operating Systems 4 Operations Support 5 Web Technology 								
NPS												
OPM		<ul style="list-style-type: none"> 1 Capacity Management 2 Database Management Systems 3 Network Management 4 Technical Documentation 5 Quality Assurance 										
NPS Universal Competencies												
<ul style="list-style-type: none"> 1 Mission Comprehension 2 Agency Orientation 			<ul style="list-style-type: none"> 3 NPS Operations 4 Fundamental Values 			<ul style="list-style-type: none"> 5 Resource Stewardship 6 Problem-Solving Skills 			<ul style="list-style-type: none"> 7 Communication Skills 		<ul style="list-style-type: none"> 8 Individual Development & Planning 	
OPM General Competencies												
<ul style="list-style-type: none"> 1 Oral Communication 2 Integrity/Honesty 3 Learning 			<ul style="list-style-type: none"> 4 Flexibility 5 Self-Esteem 6 Customer Service 			<ul style="list-style-type: none"> 7 Teaching Others 8 Interpersonal Skills 9 Problem Solving 			<ul style="list-style-type: none"> 10 Stress Tolerance 11 Arithmetic 12 Attention to Details 		<ul style="list-style-type: none"> 13 Decision Making 14 Reasoning 15 Reading 	