Applying Technology

Definition
Must be able to effectively evaluate, identify and use appropriate technologies in the workplace in order to enhance productivity, efficiency, responsiveness and the quality of service provided in order to aid the achievement of the organization's goals and objectives.

Key Words: Evaluate Technology; Best Practice.

Behavioral Indicators:
1. Identifies technological changes, scientific research, methodologies and automation options that would support/enhance success in the achievement of objectives of the work-unit and the Department.
2. Encourages staff to stay abreast and informed about technological changes, scientific research and automation.
3. Applies evolving technologies and methodologies to the Department or work-unit's needs.
4. Ensures that all staff is trained and competent to apply new technology.
5. Advises on the appropriate systems to use in the Department.

PROFICIENCY LEVELS: Applying Technology

LEVEL I
- Uses technology and information systems available in the workplace.
- Identifies shortcomings of technologies currently in use.
- Adapts his or her method of working to accommodate changes in the technological developments.
- Understands the information systems and technology programs utilized by the work-unit and effectively utilizes the technology to get work done.

LEVEL II
- Tests new technologies, work processes and practices to make transactions and the collection of data and information more effective.
- Evaluates recent technological innovations as they relate to workplace systems.
- Integrates technology and information technology systems with workplace activities in order to resolve operational problems.
- Ensures technology is adequate to help achieve business objectives.
- Ensures staff has access to the appropriate technology.

LEVEL III
- Promotes the use of new technologies and systems in the workplace to support key decision makers, customers and stakeholders.
- Regularly evaluates the appropriateness of technological improvements and workplace tools and products.
- Justifies investment in technology by conducting cost-effectiveness analyses.
- Establishes links between computerized workplace systems, customers and other computer systems of the Department.
- Recommends the adoption of new technology and systems for the work-unit or work practices to improve service delivery.