

Capability Group	Capability Name	Behavioural Indicators	Level
Personal Attributes	Self-Awareness	Ability to assess own strengths and weaknesses and seek feedback from others	Intermediate
	Adaptability	Willingness to adjust to new environments and cultures	Intermediate
	Learning Orientation	Desire to learn and stay up-to-date with new technologies and industry trends	Intermediate
Relationships	Teamwork	Ability to work collaboratively and effectively with others, both locally and internationally	Advanced
	Communication	Excellent written and verbal communication skills, with the ability to explain technical issues to non-technical stakeholders	Intermediate
	Emotional Intelligence	Ability to understand and manage one's own emotions, and to empathize with others	Intermediate
Results	Analytical Thinking	Ability to analyze complex technical problems and develop effective solutions	Advanced
	Attention to Detail	Thoroughness and accuracy in completing work tasks	Advanced
	Time Management	Ability to prioritize and manage multiple projects and tasks effectively	Intermediate
Business Enablers	Technical Knowledge	Strong knowledge of network protocols and technologies, including TCP/IP, DNS, DHCP, VLANs, and routing	Advanced
	Network Security	Knowledge of network security principles and best practices, including firewalls, VPNs, and intrusion detection systems	Advanced
	Cisco Networking	Familiarity with configuring and troubleshooting Cisco routers and switches	Intermediate
	Project Management	Ability to manage projects from start to finish, both locally and internationally	Intermediate