Purpose of the selection procedure:	☐ New Hire	☐ Transfer/Promotional Opportunity	
Method(s) used to analyze the job:	☐ Questionnaire	☐ Interview	☐ Observation
	☐ Other: _____		

Notes:

Job Analysis Study completion date:	6/29/2015 (LO)

Recruiting Strategy:

Notes: see recruiting plan

Knowledge, Skills, & Abilities (KSAs) to be Assessed Based on the Job Analysis:

1. Knowledge of MS Desktop Support.
2. Knowledge of helpdesk support techniques such as install and configure printers and ping computers and equipment to check for network connection.
3. Knowledge of IP addresses set up and identification.
4. Customer service skills to effectively assist various users across all levels of the organization.
5. Interpersonal skills to develop and maintain effective working relationships with diverse individuals.
6. Problem solving skills.
7. Time management skills to prioritize workload and meet deadlines.
8. Ability to move computer equipment weighing up to 60 pounds on a regular basis.
9. Ability to use Windows XP/7/10 platforms.
10. Ability to research topics relating to helpdesk support.
11. Ability to manage multiple responsibilities with varying deadlines.
12. Ability to use a computer for several hours at a time.
13. Ability to write clear and concise email correspondence, memos and procedures.
14. Ability to communicate technical information to non-technical individuals.
15. Ability to work independently.
16. Ability to change priorities as needed.

Types of Instruments:

KSAs:	T&E Rating	Oral Board	Written Test* *Include Q. #s for each KSA tested.	Performance Exam	Essay	Other: _____
1.	X					
2.						
3.	X					
4.	X					
5.	X					
6.						
7.						
8.	X					
9.						
10.						
11.						
12.						
13.						
14.						
15.						
16.						
% KSAs:	____ % or ____ Q	____ % or ____ Q	____ % or ____ Q	____ % or ____ Q	____ % or ____ Q	____ % or ____ Q

Scoring Model:

☐ **Compensatory Model** *(A high score on one predictor* can substitute for or compensate for a low score on another predictor*.)*

☐ **Non-compensatory Model** *(A minimal level of competency is required on each predictor, e.g., a failing score on one predictor* cannot be offset by a high score on another predictor*.)*

☐ **Multiple Hurdles Model** *(Two or more exam instruments are used in the exam plan. A candidate must receive a passing score on one instrument before advancing to the next instrument. A candidate's score is based upon the score earned in the last hurdle.)*

☐ **Combined Model** *(Two or more exam instruments are used in the exam plan. A candidate must receive a passing score on one instrument before advancing to the next instrument. A candidate's final score is a underlined weighted combination of the scores from each of the individual exam instruments.)*

*****Predictor =** *Exam question, exam subtest, or exam instrument*