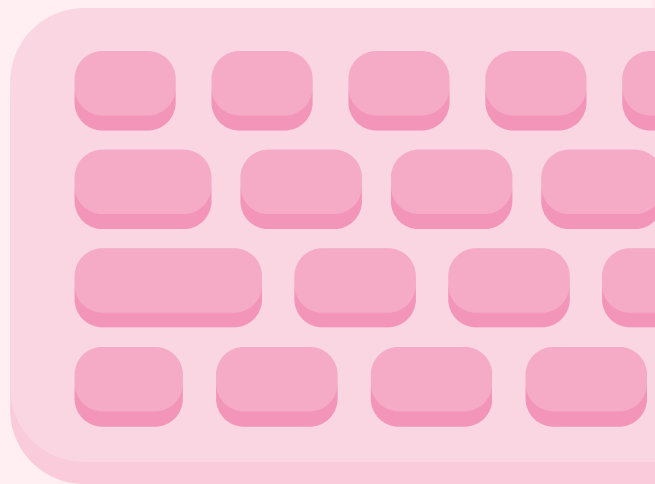


**Attraction**

# Essential criteria - Activity



# Activity: Essential criteria in position descriptions

You are a manager at XY Financial Services who needs to hire an Information Technology Support Officer. In preparation you have drafted part of the position description.

## What you will do:

- Provide IT support and troubleshooting solutions to users
- Solve hardware and software issues
- Set up and maintain user devices, software, and accessories
- Respond to IT enquiries and requests in a timely manner
- Document and escalate IT issues when necessary
- Contribute to the ongoing improvement of our IT systems and processes
- Work with the Chief Operating Officer to ensure smooth operations

## What you need:

- Bachelor of Information Technology
- At least 3 years of experience in an IT support or helpdesk role
- Strong troubleshooting and problem-solving skills
- Excellent verbal communication skills
- Ability to work independently and as part of a team
- Commitment to providing exceptional customer service
- Unrestricted Australian driver's license and access to own vehicle
- Good understanding of the role of accountants and financial advisors, and their IT requirements

## Where will you be located:

In this full-time role, you will be based primarily at our Melbourne headquarters and 1 day per fortnight at our Pakenham office (approximately 60 mins drive).

**Experience using the following systems:**

- Salesforce
- Microsoft Office and Intune
- NetDocuments
- Docusign

**Review this information.**

Are all the criteria listed **essential** to the role? Would the person be unable to carry out the role without meeting these criteria?

Sort each criterion into the sections below based on whether you think it is essential or desirable.

- Bachelor of Information Technology
- At least three years of experience in an IT support or helpdesk role
- Strong troubleshooting and problem-solving skills
- Excellent verbal communication skills
- Ability to work independently and as part of a team
- Experience using the following systems: Salesforce; Microsoft Office and Intune; NetDocuments; Docusign
- Commitment to providing exceptional customer service
- Unrestricted Australian driver's license and access to own vehicle
- Good understanding of the role of accountants and financial advisors and their IT requirements

You can copy and paste each criteria into the sections on the next page.

**Essential:**

Empty box for Essential content.

**Desirable:**

Empty box for Desirable content.

**Go to the next page for our suggestions.**



Essential	Desirable	Comments
	Bachelor of Information Technology	<ul style="list-style-type: none"> <li>Consider whether a person with no formal qualifications could perform the job.</li> <li>Consider whether qualifications in a related field would help the person to perform the job.</li> <li>Consider the person's previous on-the-job experience.</li> </ul>
	At least 3 years of experience	<ul style="list-style-type: none"> <li>Consider the reasons for asking for 3 years of experience specifically as it may be that some level of on-the-job experience is required, but a minimum time period may not be essential.</li> <li>Could experience in a related field be sufficient?</li> </ul>
Strong troubleshooting and problem-solving skills		<ul style="list-style-type: none"> <li>This might be considered an essential part of the job.</li> </ul>
Excellent verbal communication skills		<ul style="list-style-type: none"> <li>Communication skills could be considered an essential part of the job, however, consider removing specifications such as 'verbal' and 'written' to show that all ways of communicating are accepted.</li> <li>Consider workplace adjustments the person may require and avoid the use of subjective measures when describing skills as everyone's perception of 'excellent' may be different.</li> </ul>
Ability to work independently and as part of a team		<ul style="list-style-type: none"> <li>This might be considered an essential part of the job.</li> <li>Consider workplace adjustments the person may require or coaching / support that can be provided to develop independence at work.</li> </ul>



Essential	Desirable	Comments
	Experience using the following systems ...	<ul style="list-style-type: none"><li>• Consider whether the person can develop these skills on the job.</li><li>• Consider whether experience using similar systems could be transferable.</li></ul>
Commitment to providing exceptional customer service		<ul style="list-style-type: none"><li>• This might be considered an essential part of the job.</li><li>• Avoid the use of subjective measures when describing skills, as everyone's perception of 'exceptional' may be different.</li><li>• Consider wording like 'commitment to customer service'.</li></ul>
	Unrestricted Australian driver's license and access to own vehicle	<ul style="list-style-type: none"><li>• Travel is a limited part of this role - if it is possible to travel to the satellite office by public transport, is it essential that the person has a driver's license and their own car?</li><li>• Would the company consider providing a pool car?</li><li>• Can the company provide taxi vouchers?</li></ul>
	Good understanding of the role of accountants and financial advisors, and their IT requirements	<ul style="list-style-type: none"><li>• Consider whether the person can complete the job without this knowledge - could this knowledge be learned on the job?</li></ul>

## The criteria could now be updated as follows:

### What you need:

- Experience working in Information Technology
- Strong troubleshooting and problem-solving skills
- Ability to communicate effectively with a range of people
- Ability to work independently and as part of a team

### Experience/familiarity with the following systems, or willingness to learn:

- Salesforce
- Microsoft Office and Intune
- NetDocuments
- DocuSign
- Commitment to customer service

### Bonus points if you have:

- A qualification in Information Technology or related field

DRAFT

Scope's Building Employer Confidence is made possible by an Information and Linkages Capacity Building Project funded by the Department of Social Services and the National Disability Insurance Scheme. This training has been co-designed with the valuable input of people with communication access requirements, pilot organisations and our valued partner, Thriving Communities Australia. Contributions from co-designers have directly influenced its design, ensuring it is informed, inclusive and reflective of diverse experiences. We recognise and appreciate the personal stories shared in shaping this impactful learning experience.