Selection C

Selection Criteria
- Sample Response

Many responses received by selection panels are not sufficiently detailed for them to make a full assessment of the applicants’ claims. Remember the length of your responses will vary and depend on the level of the position applied for.

A short overall response would generally not be considered sufficient for any level role. To outline your suitability to meet each criterion, expand on your experience to match the requirement, referring to the workplace where you gained this experience, what your role was there and the responsibilities it involved, how you performed these responsibilities, and what the outcome was.

Also make sure that you provide examples of how you match all of the requirements asked for. Quite often there are several skills/experience sought after in one selection criteria for example, the ‘Communication’ selection criteria which is one of the most commonly used, usually asks for a variety of communication skills including – verbal, written, interpersonal, listening, negotiation, questioning and feedback skills. Many candidates usually focus on the basic written and verbal skills and don’t bother about the rest.

Below are examples of how 2 different candidates approached answering these particular selection criteria.

CANDIDATE 1 RESPONSE

SC1. Well-developed oral and written communication skills as evidenced by the ability to liaise with a range of clients at all levels.

I possess well-developed oral and written communication skills, which I have utilised throughout my working career. At XYZ Corporation I was required to liaise regularly with people at all levels ranging from senior managers to staff, on a range of recruitment and procedural matters. I have written a large number of documents including memos and articles in an office newsletter.

In this example, the broader view has been taken without the applicant outlining how they specifically met the criteria.

CANDIDATE 2 RESPONSE

SC1. Well-developed oral and written communication skills as evidenced by the ability to liaise with a range of clients at all levels.

I possess well-developed communication skills, which I have gained throughout my ten (10) year working career. Examples of these are:

Oral Communication Skills:

In particular, my role as Administration Support Officer at XYZ Corporation, over the past three (3) years, I have liaised on a daily basis with senior managers, staff at all levels, recruitment agencies and members of the public. Most of the communication was face-to-face, via email and by telephone and I was frequently commended for the professional manner in which I carried out these duties, winning a national award for “Best Communicator for 2007”.

One of my key responsibilities has been to recruit office support staff for various areas with and I would in XYZ Corporation. Senior managers would phone me to request a new staff member and I would personally meet with them to discuss their requirements. I would then update the job description and brief the agency on all aspects of the job to ensure they understood our requirements. I then reviewed the applications and provided a shortlist of applicants to the interview panel.

This process required well-developed communication skills to ensure I acquired an accurate understanding of the job and clearly communicated this to the agency. As a result, highly suitable applicants were referred for interview.
Written Communication Skills:

My written communication skills are also well developed and I have utilised these skills in writing the following documents:

- Updating job descriptions;
- Writing articles in a monthly newsletter; and
- Writing memos to State office staff.

As Administration Support Officer, part of my responsibilities is to keep managers informed of policies and procedures and general administration issues, by regular weekly or monthly updates via email or reports. To do this to the rest of the staff as well, I initiated a monthly newsletter. I write an article in each publication and encourage other staff members to submit articles or to send their ideas and input to me as well.

Feedback received in relation to this newsletter has been excellent from all members of staff and have resulted in improved lines of communication between managers and the Administration Support Branch. This has been shown by the fact that the newsletter has now been taken on as a national initiative in our other six (6) offices around Australia covering 1500 staff in total.

This response shows how the applicant gained relevant skills, and also gives examples and outlines details of what they did when using them. This response also gives the successful outcomes as proof of meeting this selection criterion. The response could continue by expanding upon further examples if the role was a more senior one.

Below are some examples of responses to a technical role. These are not perfect but should be used as a guide to the type of quantitative and specific details employers are now expecting from IT candidates in response to selection criteria.

**RESPONSE TO SELECTION CRITERIA BY XXXXXXXX**

Qualifications, Experience & Knowledge

Possession of appropriate tertiary qualification(s) with a major in computing or information technology from a recognised institution, or qualifications, which in the opinion of ABC, are equivalent.

I completed a Bachelor of Information Technology at XXX University in 1998 and graduated with a credit level average. I have now worked in several universities for the past four (4) years, and have been in my current role as IT Desktop Support Officer at ABC University for the past 2 years.

I have also completed Sun Solaris System Administration training with Sun Microsystems and use this training in the daily administration of the company's Sun SPARC Enterprise M3000 server. I have also commenced study with Microsoft, for an MCSE and in the 2 subjects I have finished so far, I have received marks of higher than 90%. I should have this qualification completed by the end of 2008.

I also hold a Certificate IV in Workplace Training.
Selection Criteria - Sample Response

Demonstrated ability in the principles and techniques of computing:

As a Desktop Support Officer, my role involves fixing client’s IT issues, quickly and effectively, with the least amount of inconvenience to the user. I have a proven ability to interpret client’s requests, and then act upon them effectively and fix the problem usually well before the timeframe under the Service Level Agreement. In my role at ABC, I often have to work on user’s PCs around their schedules and convenience, be they office staff who are using their machines, lab workstations that are being used for teaching purposes by students or management staff.

In addition, I am also solely responsible for providing support to 200 staff and students, five (5) teaching labs, and two (2) floors of staff workstations. I also perform system administration of several servers, all in different sub-departments 0 1 multimedia server, 2 web servers (IIS 5), 2 database servers (Oracle, and MS SQL2005), 1 Sun E250 server, 2 File & Print servers and 1 Exchange server. These servers run on a variety of operating systems including WinNT, Win2k, Win2kAS, and Solaris 8.

Some of the issues that arise are quite unique to ABC University as they operate 3 semesters rather than the normal 2 semesters so time lines and availability of PCs and workstations are very tight. At the start of each semester, in our teaching labs, I construct an image of the machines that is suitable to all departments (for the Standard Operating Environment), and then ghost all machines, so they are identical.

I also use a similar technology and principles with new staff workstations, when they are purchased in bulk, to save time and to ensure that all clients are using the same version of software provided. I schedule maintenance on our server suite, on a regular fortnightly cycle, to undertake tasks like virus protection and scanning, routing restores to test the integrity of backup tapes, maintenance of this level to staff and student workstations, including defragging the hard drive, virus scanning, and also a clearing out of the various temp folders.

In additions, I have written basic user manuals and procedures to assist users with basic issues with applications and have developed a Frequently Asked Questions section on the university intranet.

Ability to train staff in the efficient operation of software and hardware.

As part of my role as the sole Desktop Support Officer for 200 users, I have conducted training to both staff and students in software such as Microsoft Word, Excel & PowerPoint, and Adobe Photoshop and thoroughly enjoyed this part of my role. I have also conducted training on a large scale, in a lecture theatre environment to up to 150 people at a time and also on a one on one basis as needed. I am easy to approach, and can deliver my knowledge with ease and clarity. I have also completed a Certificate IV in Workplace Training so have learnt how to modify my approach to meet my different audience needs and level of understanding.

As we also have trainees for periods of up to 4 weeks over the university break period, my responsibilities include showing them how to work with hardware. For example, as I mentioned earlier as we have 3 semesters instead of the usual 2, and are under pressure to get work completed very quickly. These trainees (usually 2) work with the image of the machines that I have constructed and I show them how to ghost these images on all of the lab and faculty machines, so they are identical, and that all departments have a Standard Operating Environment.

I also work with lecturers to show them how to load new software and basic hardware problems at the beginning of the semester. This helps cut down on help desk calls throughout the semester.