

JOB DESCRIPTION

Features

A future-focused profile of the ideal behavioral requirements of a specific position, derived from the opinions of management and the trained Thomas Analyst. Reflects the needs of the organizational culture and strategy. Can be strengthened by validating with star performer profiles.

Uses

Provides a Job Profile against which candidates are compared. Enables managers to clarify the expectations of the role in behavioral terms to clarify job postings and advertisements, and to develop behavioral questions for the interview.

JOB DESCRIPTION

TECHNICAL SPECIALIST

The results of the completed job profile suggest that the competencies required by the jobholder should include the ability to:

- Generate and provide specialist and/or administrative services which benefit the organization and whether they are "thing" or "people" related lead to a high level of both internal or external customer satisfaction.
- Establish, build and stabilize relationships by listening to what others have to say thus digesting and absorbing the facts in order to respond and take action.
- Remain self-controlled when things go wrong and people get agitated or aggressive, be prepared to listen to what others say and feel, deal with conflict in an accommodating manner and use practicality as a method for reaching a solution.
- Develop competences and expertise in both self and others in order to gain a satisfactory standard and deliver results within agreed timescales.
- Be systematic and logical in the approach to decision making, ensuring that all the necessary facts and information are available and accurate and the decision taken and acted upon is astute and carefully considered.
- Search out errors, rectify omissions, perfect systems and procedures which will ultimately raise the quality and standards of all tasks undertaken.
- Be non-confrontational when handling or involved in conflict situations and in order to achieve agreed and acceptable standards and timescales adopt a passive and non-demanding working ethic.
- Retain a formal and professional manner, reflect on difficult situations and stand back from people and remain unemotional in order to resolve problems.

The Human Job Analysis indicates that the role requires a person to fulfill this position who is structured, organized and specialist/technical/administrative by nature. The job calls for someone who is systematic and has the ability to concentrate on things within their area of knowledge, experience and education. The work may involve operating equipment, gathering facts or performing specialist assignments. The person fulfilling this role should be approachable, thorough, methodical, predictable, self-disciplined, patient, logical, careful, diplomatic and conventional in approach. Moderation, consistency and the ability to tie up all the loose ends and finish a job will be of importance. Unrealistic time pressures should not be placed upon the incumbent, as maintaining quality and standards will be priority.

Please bear in mind that the full analysis and points to review should be taken into consideration when comparing a person's profile with a Human Job Analysis; together with all biographical data.

INTERVIEWER'S GUIDE - JOB DESCRIPTION

Technical Specialist

The following statements apply to the Job Profile which has been established for the role of Technical Specialist.

If you agree with the majority of these statements, then the Job Profile which has been created for this role is likely to be a reliable and relevant representation of the actual job requirements.

Steadiness (High S)

- The role usually allows realistic time deadline for task completion.
- This role likely requires security and a stable source of income.
- Patience, thorough planning and self-organization are key performance criteria for this role.
- The job requires and empathetic, sincere and an accommodating approach with good listening when helping others with personal work-related problems.
- The role provides the opportunity to support and mentor others.
- A consistent and persistent approach is important in the role.

Compliance (High C)

- A strong willed and unconventional approach is unlikely to be required in this role.
- Compliance with corporate values and culture is critical to long-term success in this role.
- A systematic and precise approach is a distinct advantage in this role.
- Problem solving using a cautions and disciplined approach is required for success in this role.
- A specialist approach and working in an area of strong expertise is important in the role.

Caution: Marginally Low 'D' Job Profile

The 'Dominance (D)' factor for this Job Profile is marginally below the mid-line which separates High from Low behavioral requirements.

If the role requires a more proactive and direct behavioral style than the Job Profile suggests, the Dominance factor may have been understated and could be adjusted to a position above the mid-line.

If the role requires an even more cautious and conservative approach than the Job Profile suggests, the Dominance factor may have been overstated and could be adjusted to an even lower position below the mid-line.

It is recommended that the requirements of the role are reviewed, the position of the Dominance factor is evaluated and the Job Profile is adjusted and confirmed.

Influence (Low I)

- Factual analysis, healthy scepticisms and caution in accepting information at face value, are critical factors in this role.
- The ability to communicate logically and objectively are essential components of this role.
- Recognition for specialist achievements within a complex work environment is likely to be a motivating factor in this role.
- Being able to work on one's own and concentrate for long periods at a time are important.
- This role provides limited opportunities and little requirement for high levels of social interaction outside of the job holders area of expertise.

Job

D I S C

