Chapter 7: Job Description Worksheet

This Help Desk improvement checklist worksheet is intended to be used in conjunction with the related chapter in the [Help Desk Management Book by Wayne Schlicht](#).

An effective job description will result in better hiring decisions. The right employee will make a positive impact on the team. To create an accurate and effective job description to attract the ideal candidate, follow these steps.

Step 1 - Add a job description title

Make sure your job description title is specific and clear. Refrain from using words that are too company or department-specific. For example, a good title might be the following.

Senior Help Desk Agent versus Campus Support Analyst II

Step 2 – Add a summary of the job

Qualified Help Desk personnel are in high demand. Since the job market is so competitive, you need to sell the position and your company in the summary area. Tell the candidate what makes this a great job and why they would want to work at your company. For large cities, make sure you are specific in the location of the position. Many candidates are sensitive to location for commuting purposes.

Step 3 – Add experience and qualifications

Provide a list of candidate attributes you are seeking. If it is too short of a list, you make not find the right candidate. If your list is too long, you may lose qualified candidates. Many companies will split the list into two groups such as essential and preferred. Essential might be a 2-year associate degree, and preferred could be a 4-year degree.

- Candidates will have a minimum of X years of Help Desk experience.
- Education minimum or working experience
- Industry-standard application and IT service experience – be specific and only list commonly known to the industry.
- Verbal and written communications skills
- Customer service skills
- Certifications and licenses

Step 4 – Identify the duties and responsibilities

This area is where you list the core duties of the position. This is what the performance of the employees is held responsible. Describe the daily duties of this position. Will they be mostly on the phone, or will they monitor chat sessions?