Writing Assignment One: Job Analysis

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Abstract

This paper aims to provide a thorough analysis of a job posting within my local area of Winchester, Virginia. The analysis includes a wide range of subjects in relation to the advertisement, including the company culture, important soft skills required, job incentives, important qualifications, and many others. A critical job analysis such as this is important for job seekers to both gain a better understanding of the requirements for the posted position and increase their chances of obtaining an interview or job. In addition to this, it provides potential candidates with a complete picture of the responsibilities and duties they may partake in if they are selected. Therefore, proper job analysis is crucial for job candidates to utilize in order to further understand the position and company as a whole.

Analyzing job listings and requirements is a critical skill to have, as it allows potential candidates to better tailor their resumes and cover letters for specific positions that they may be interested in. This ultimately results in more interviews and potentially a broader range of job opportunities. In this report, I aim to provide an analysis of a current job opportunity in my town. After searching for a job listing in my local area that relates to my area of study, I eventually found one that I may qualify for in the Winchester, Virginia public school system. This school system provides children of Winchester with general education classes to form necessary skills and ensure their success later in life. The job listing for this organization is a "Technology Support Specialist".

The primary purpose of this role is to provide technological support to the Director of Technology and various other departments throughout the organization. In addition to this, whoever fills this position will serve as the webmaster of the public school system's website (*Technology Support Specialist - Winchester Public Schools,* n.d.). The last responsibility that is stated in the job description is that they will provide software support and training to other employees within the organization. This position does not seem to be entry level for a career in information technology, as some of the main requirements include previous experience. For example, the qualifications state that a candidate must have "experience in administrative application software", "experience in AS/400 application software", "experience in website design", and "experience in graphic art" (*Technology Support Specialist - Winchester Public Schools,* n.d.).

As stated above, there are quite a few qualifications that one must have in order to be eligible for this position. This includes a high school diploma and a significant amount of experience with computer applications and software (*Technology Support Specialist - Winchester Public Schools,* n.d.). In most job listings the importance of these skills to the employer can be determined based on their placement in the advertisement, with the most important being placed first, or early in the listing (Burry, 2015). With this in mind, academic education appears to be critical for this position, as the requirement for a high school diploma is listed first, followed by a degree being preferred. Lastly, previous experience with various computer applications is listed. Due to this organization in the posting, one can infer that the employer likely values academics over previous experience when reviewing applications. However, this is against the norm, as according to Clayton and Harris, relevant work experience is normally the most valued aspect of potential job candidates (Harris & Clayton, 2018).

Often in a job listing, there are many unlisted skills that would prove invaluable for qualified candidates, and this position's advertisement is no exception. Based on the provided job description and responsibilities, there are quite a few unstated skills that would be useful to have in the work environment. Strong technology skills would likely be one of the most important skills one can have in order to succeed in this position. In order to be successful in this position, one must be able to utilize a wide range of IT software and tools in order to troubleshoot applications and computer hardware. For example, in the job listing, it states that one must have active, working knowledge and experience in a wide variety of applications, such as Cognos, Microsoft Office, Naviline, and Filebound, just to name a few (*Technology Support Specialist - Winchester Public Schools,* n.d.). As in many other jobs, communication skills would also be critical in this role as well. This is primarily because one of the primary job requirements and

responsibilities is the ability to train and support other members of the organization. Therefore, strong communication skills would be critical to relay information to others in the workplace. In addition to this, one of the essential functions of the role is to work as an integral part of the technology team (*Technology Support Specialist - Winchester Public Schools,* n.d.). Communication is definitely important in any team oriented environment. One more soft skill that I believe would be important for this position is critical thinking and problem solving. The job posting puts a strong emphasis on troubleshooting capabilities to assist other employees within the organization. Therefore, it's evident that troubleshooting computer systems would be a major aspect of this position. Problem solving is a critical aspect of troubleshooting, as it involves determining the origin of problems affecting computer systems.

Many companies and organizations include motivators in their job listing in order to entice potential candidates to apply for the posted position. The Winchester Public School System has included a couple of primary motivators such as the salary and the number of working days. According to the advertisement, the salary for this position is quite a large range, anywhere from $20.13 to $47.34 an hour, depending on education and previous experience (*Technology Support Specialist - Winchester Public Schools,* n.d.). In addition to this, the listing states that benefits are included, but does not elaborate on what they include. However, the most tempting aspect of the posting is that the candidate would only work 260 days out of the year, primarily due to the various seasonal breaks that the public school system takes part in (*Technology Support Specialist - Winchester Public Schools,* n.d.). These motivators are sure to attract eligible candidates.

There are a wide variety of problems and challenges that could potentially be faced in this position. Due to how technologically focused this position is, the most likely would be

technology related challenges. Despite the many potential problems in this position, the job posting does not seem very encouraging to potential applicants, as the posting is very neutral in tone and bare bones. The job advertisement is very professional based on the presentation and description of the position, leading me to believe that the organization would be the same.

I am primarily interested in this position as it would give me entry level experience in the information technology field. I could then use this experience to further my career as I plan to pivot into a more cybersecurity focused role in the future. Though I lack some of the requirements listed in the description, such as experience using some of the listed software, I feel I would be a good fit for the position due to the content discussed in my technology classes during both high school and college. For example, the job listing states that the candidate will "Design layout, create content, and maintain overall integrity of the school system's website" (*Technology Support Specialist - Winchester Public Schools,* n.d.). Most of my technology classes in high school revolved around website development and maintenance, therefore, I would likely be qualified in this aspect. In addition to this, the essential functions of the position states that the candidate would "maintain user information and access privileges" (*Technology Support Specialist - Winchester Public Schools,* n.d.). Last semester at Old Dominion University, I attended a class on information assurance and access control that discussed managing user privileges and access to sensitive information. Therefore, I have some working knowledge of the process as well. Lasty, I also completed a graphic design class in high school, which would satisfy the "experience in graphic arts" requirement (*Technology Support Specialist - Winchester Public Schools,* n.d.). I don't currently meet all the requirements for this position, but I do have experience with the majority of topics discussed. According to Burry (2015), I should still be qualified as long as I meet the majority of the qualifications.

Based on the provided information in the job posting, not much can be inferred about the company culture, as the posting is very generic. Despite this, one can infer that the organization, and this position, is very team oriented, as the job description states that the employee will "work as an integral member of the technology team" (*Technology Support Specialist - Winchester Public Schools,* n.d.). However, after conducting more research on their website, their homepage includes a list of descriptive words that they utilize to describe the organization. For example, some of these words include "committed", "passionate", and "collaborative", just to name a few (Winchester Public Schools, n.d.). Based on this, the Winchester, Virginia public school system seems very driven in achieving their goals.

The details that I have been able to gather and analyze about this position provides me with a wealth of knowledge on whether or not I would be qualified for this job and other similar positions in my area. Utilizing proper analysis techniques such as this is critical in order to customize your resume and cover letters for each position, ultimately resulting in more interviews and job opportunities.

References

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