



## Analyse the job description – It shows exactly what the employer is looking for

<p><b>Analyse the job requirement</b></p>	<ul style="list-style-type: none"> <li>• Review and match</li> <li>• Why should they hire you?</li> </ul>	<p>Respond with real-life examples or note any positive results or recognition you received while applying the skill.</p>
<p><b>Key responsibilities/ duties involved</b></p> <p>What would you actually have to DO at this job? What are the tasks involved?</p>	<ul style="list-style-type: none"> <li>• Can you do the duties required?</li> <li>• Create a concise requirement outline.</li> </ul>	<p>Prove you are what your employer is looking for</p> <ul style="list-style-type: none"> <li>• Skills</li> <li>• Experience</li> <li>• Achievements.</li> </ul>
<p><b>Hard skills/knowledge</b></p> <p>Do you need any specific hard skills? Language fluency? Computer software?</p>	<ul style="list-style-type: none"> <li>• Do you have key language, computer software or technical skills?</li> </ul>	<p>Technical skills – Prior work and familiarity with the industry – Why do you want this job?</p> <p>How can you prove that you possess that asset? Write a sentence about as many of the qualifications as possible. Explain how you used each skill or exhibited each quality in a work, volunteer or academic role.</p>
<p><b>Soft skills/experiences/ competencies/capabilities</b></p> <p>What do they expect you to be capable of learning? What soft skills does it seem they want?</p>	<ul style="list-style-type: none"> <li>• Get noticed by telling your story.</li> <li>• Are you open to learning?</li> </ul>	<p>Confidently respond with your strengths and abilities.</p> <p>Fill in the missing pieces if any, eg, if you don't know a skill or task "I can learn the new software because I have used similar programs for 5 years."</p>

1. Try using key terms that the company uses to describe itself – check the sections headed 'about us', 'mission' and 'value'.
2. Set a goal of the number of jobs you will apply for (depending on the time available apart from your study, work and family commitments). Much of your job search time should be spent on networking activities, rather than randomly applying for jobs.
3. Then shortlist three or four jobs in one chosen field. You can write two separate CVs if you want to target different positions or different industries. Using this list, it should be easy to write a cover letter.
4. Finally, you can use these skill words in an interview. Make sure you have at least one example of a time when you demonstrated each of the top five skills listed here.

# Decoding a job description (continued)

## Decoding a job description from a cover letter

### Job description

#### ICT service desk agent job role

As part of the ICT service desk team, you will be working in a fun, energetic team to provide support for our staff, including end-to-end incident and service request management, first level support activities and remote support, including software distribution and account administration tasks.

This is an excellent opportunity to obtain experience in a high performance team, who support each other to achieve outstanding customer service for our employees while working for a large Australian company.

#### Key requirements

- Facilitating incident/request management by taking ownership and accountability of calls, emails, web chats and walk-ups from commencement to completion.
- Performing initial investigation and diagnosis of ICT incidents, and escalating where required.
- Assisting staff with the usage of all ICT hardware, software and networking systems.
- Accepting reports of equipment failure and initiating action to get the equipment replaced or repaired.
- Providing a high level of customer service, by providing timely advice, and taking appropriate actions to resolve issues in accordance with established policies and procedures.
- Coordinating the efforts of resolvers and third parties to solve incidents as a single point of contact for end users.

#### Skills and experience

- Excellent customer service skills.
- Strong written and verbal communication skills.
- A technical qualification in ICT.
- Experience with Windows 7, 8, 10 & Microsoft Office applications is a must!
- A great understanding of ICT hardware, software and networks.
- MCP and ITIL Foundation (or higher) qualifications would be well regarded.
- Previous experience on a busy, customer-focused service desk.

### Evidence why they should hire you

List the key requirements, skills and experience from the job description. They are numbered below as an example.

#### Key requirements

1. Manage incident and service requests
2. Initial investigation and diagnosis of ICT incidents
3. Assisting staff with ICT
4. Initiating action – being proactive
5. High level of customer service and timely advice

#### Skills and experience

6. Customer service skills
7. Communication skills
8. ICT qualifications and specialist knowledge
9. Experience in a fast-paced environment

#### Match your skills and experience with the job requirements

On the next page there is a table to help you do this.

#### Example

##### 5. High level of customer service and timely advice

I enjoy working with clients, and while I was at Symantec I achieved an average 85 percent first call resolution rate and 90 percent customer satisfaction rate. One of my qualities is my ability to resolve issues calmly and efficiently.

## Decoding a job description (continued)

### Match your skills and experience with the job requirements

What do these words mean?	What do they imply?	Is that you?	Your experiences
<b>Analytical</b>	Critical thinking, clear, logical and showing excellent judgement when investigating a problem and finding a solution in a timely, effective manner	Evaluating alternatives, identifying and anticipating obstacles to implementation, determining needs, developing solutions and processes, troubleshooting computer malfunctions  As well as having strong analytical skills, you need to be able to share your analysis with others. You need to be an effective communicator who can explain the patterns you see in the data	How might you prove that you possess that asset? Write a sentence about an experience detailing how you used that skill or showed that quality in a work, volunteer, academic or co-curricular role.
<b>Communication skills</b>	Job requires interpersonal skills, the ability to speak and write clearly, and active listening	You might want to emphasise responsibilities that involve working directly with clients, or experience with assignments or presentations	
<b>Customer service</b>	Diligence, politeness, friendly, tactful, product knowledge, positive attitude, prioritisation, problem analysis	Managing customer expectations	
<b>Detail-oriented</b>	Organised and structured	Detail-oriented people check and then double-check to ensure a task is error-free and flawless, from sending an email without typos, to managing the details of a complicated event	
<b>Dynamic</b>	Shows initiative, takes leadership roles, self-starter, agent of change, etc  Confident and can think independently. Comfortable acting as a leader in project teams	Emphasise what you have done beyond your job role, give examples of leadership roles	
<b>Fast-paced</b>	Multi-tasker, multiple deadlines, agile, deadline-oriented, works well under pressure	Juggling different work activities and shifting attention from one task to another. Give examples of how you've managed multiple projects or responded to a last-minute change	
<b>Flexible</b>	Willing to do work outside the job description, willing to become involved	Able to quickly change what you are doing and able to do things outside of the job description. Could also mean willing to work long hours	
<b>Passionate</b>	Enthusiastic, high energy, willing to learn	The company wants employees who are enthused about the work involved, the industry, and the company	
<b>Team player</b>	Collaborating, sharing knowledge, taking responsibility	Indicates that the company is more interested in results than in who did what	

## Decoding a job description (continued)

### Cover letter example

An example of how to apply matched key requirements, skills and experience of the job description in your cover letter

Key requirements		Skills and experience
3. Initial investigation and diagnosis of ICT incidents	<p>1234 Chelsea Road, Lower Hutt 5010 Email: arjunkumar10@gmail.com Phone: 021 123 456 LinkedIn: linkedin.com/in/arjunkumar</p> <p>29 October 2018</p> <p>Jane Smith HR Manager Elite ICT Support Services PO Box 1234 Wellington 6011</p> <p>Dear Jane</p> <p>Re: ICT service desk agent</p> <p>I am writing to apply for the position of ICT service desk agent at Elite ICT Support Services as advertised on Seek. Please find attached my curriculum vitae to support my application.</p> <p>I have extensive experience working as a technical analyst while at Symantec and as a lead operations specialist at IBM, India.</p> <p>Within each of these roles, I managed incidents through calls, emails, web chats and face-to-face communications from commencement through to completion.</p> <p>My role also included managing equipment failure and assisting staff by resolving ICT hardware, software and networking system issues.</p>	8. ICT specialist knowledge
5. High level of customer service and timely advice	<p>I have experience with Windows 7, 8, 10 and Microsoft Office applications including Lync. In addition I have an ITIL Foundation Certificate and MCSA certification.</p> <p>Having recently completed a Graduate Diploma in Information Technology, Wellington Institute of Technology, I understand the New Zealand ICT system and am familiar with New Zealand best practices.</p> <p>Throughout my studies I worked at Burger King, which helped me to appreciate the New Zealand workplace culture, with its focus on teamwork.</p> <p>I have worked with clients from the UK, USA and India through my roles at Symantec and IBM.</p> <p>I enjoy working with clients, and while I was at Symantec I achieved an average 85 percent first call resolution rate and 90 percent customer satisfaction rate.</p> <p>One of my best qualities is my ability to resolve issues calmly and efficiently.</p>	8. ICT specialist knowledge
	<p>I am dedicated to continuous learning and am a member of the IT Service Management Forum in Wellington and Wellington Windows Infrastructure and Azure User Group. I enjoy staying up to date with developments within the ICT industry and attend meetings once every fortnight.</p> <p>The values of Elite ICT Support Services around honesty, trustworthiness and customer service appeal to me.</p> <p>I've always gone the extra mile when working with customers, following up on queries internally and with third party providers, and keeping customers informed every step of the way.</p>	6. Customer service
	<p>I am very excited about this opportunity with Elite ICT Support Services and believe that I would both add value within your team and fit into your team culture extremely well.</p> <p>Thank you for considering my application. I look forward to hearing from you.</p> <p>Yours sincerely Arjun Kumar</p>	7. Communication

## Decoding a job description (continued)

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### Decoding a job description activity

	Identify key requirements, skills and experience	Provide evidence – give examples
1.		
2.		
3.		
4.		
5.		