Traditional job descriptions and specifications list the "typical" requirements for the role, including relevant work experience and the proper education.

It's important to note that traditional job descriptions can have limitations. They often prioritize work experience and educational background, which can exclude potential candidates who have acquired the necessary skills through alternative means. This means that you could be missing out on great candidates who don't fit the expected mold.

A skills-based job description, on the other hand, prioritizes skills over educational or work background. This approach helps broaden your talent pool and attract top talent that might otherwise be excluded. The goal of a skills-based job description is to highlight the specific skills and abilities required for the job, rather than focusing on degrees and years of experience.

This is a skills-based job posting example for a Help Desk Technician. It puts skills and capabilities front and center and does not include any unnecessary obstacles that could discourage excellent candidates from applying. Moreover, it is presented in an inclusive and welcoming way to all potential candidates. You can use this as a template: Select "File" and "Make a copy" and then edit the document to meet your needs.

SKILLS-BASED JOB POSTING: HELP DESK TECHNICIAN

Job title: Help Desk Technician

Company Overview *(Describe what makes your company unique and what it would be like to work for your company)*

Help Desk Technician job description *(Please describe why the role is being filled and how it fits into the organization and the team.)*

We are seeking a Help Desk Technician eager to provide exceptional support to our customers experiencing technical difficulties with our software/hardware products. This role is crucial in ensuring customer satisfaction through effective problem-solving and efficient communication. As part of our IT support team, you'll be at the forefront of addressing and resolving technical issues, contributing significantly to our mission of delivering seamless technology experiences.

Help Desk Technician job responsibilities

A brief overview of the key deliverables and day-to-day responsibilities of this role:

- **Ticket Management**: Efficiently manage help desk tickets, ensuring timely and effective resolution of customer issues.
- **Technical Support**: Provide expert advice and solutions for technical issues via phone and email, leveraging your problem-solving skills to assist customers effectively.
- **Continuous Improvement**: Utilize customer feedback to refine problem-solving techniques and enhance overall customer service.
- **Knowledge Documentation**: Document technical issues and customer interactions meticulously, contributing to our knowledge base and helping improve our support processes.
- **Professional Development**: Stay abreast of the latest industry best practices, attending training sessions, and conferences to continuously enhance your technical expertise and support skills

Required skills

- **Customer Service Excellence**: Good interpersonal skills and a commitment to providing outstanding customer service.
- **Analytical Thinking**: Problem-solving and critical-thinking abilities to diagnose and resolve technical issues swiftly.
- **Communication Mastery**: Good written and verbal communication skills, essential for explaining solutions to customers effectively.
- **Technical Proficiency**: A solid understanding of computers and operating systems (Linux, Windows, macOS), with the ability to quickly adapt to new technologies.
- **Team Collaboration**: A team player attitude, ready to share knowledge and work together to enhance team performance and customer satisfaction.

Preferred certifications

- CompTIA A+ certification
- Microsoft Certified Professional (MCP)
- Additional certificates in IT infrastructure, network administration, and computer repair are advantageous but not mandatory.

Candidates who are passionate about technology and eager to learn are encouraged to apply, even if they do not currently hold these certifications. [Company Name] values dedication and the willingness to grow professionally.