

Software & Systems Specialist Guide

PSP Metrics uses a whole-person approach to identify candidates who will be successful in critical Software & Systems Specialist roles across industries.

Manufacturing

- IT Support
- Automation Systems Specialist
- Software Consultant

Construction

- Construction Technology Analyst
- IT Technician
- Senior Business Analyst

Energy & Utilities

- Energy Analyst
- Power Systems Analyst
- Cyber and Informaton Security Analyst

The candidate experience begins with a short job preview to help candidates decide if the role fits what they're looking for and help you avoid costly, early turnover.

Responsibilities

Help users solve hardware and software problems.
Monitor systems to prevent issues before they happen.
Track systems performance and apply updates.
Keep data secure and systems running efficiently.

Challenges

Solving urgent problems under pressure.
Keeping up with the fast-changing technology.
Balancing multiple requests at once.
Explaining tech ideas to people without a tech background.

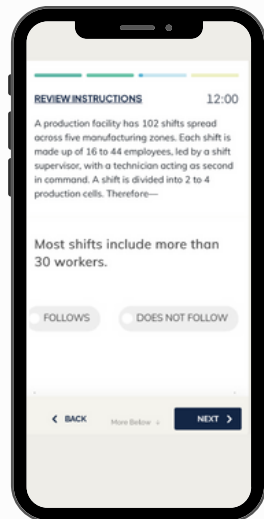
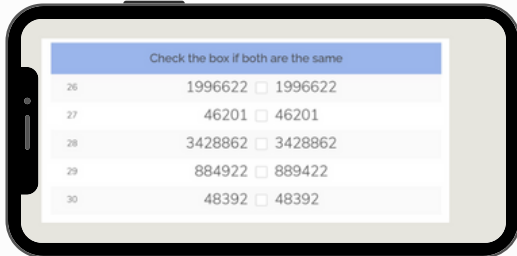
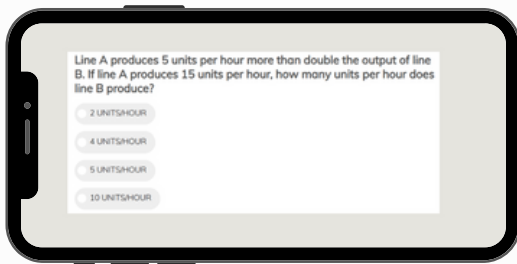
Rewards

Transferable skills with career growth potential.
Visible impact on the business.
Learn new tools and tech.
Always learning and growing your skills.



Software & Systems Specialist: Candidate Experience

Work Knowledge, Skills, & Abilities

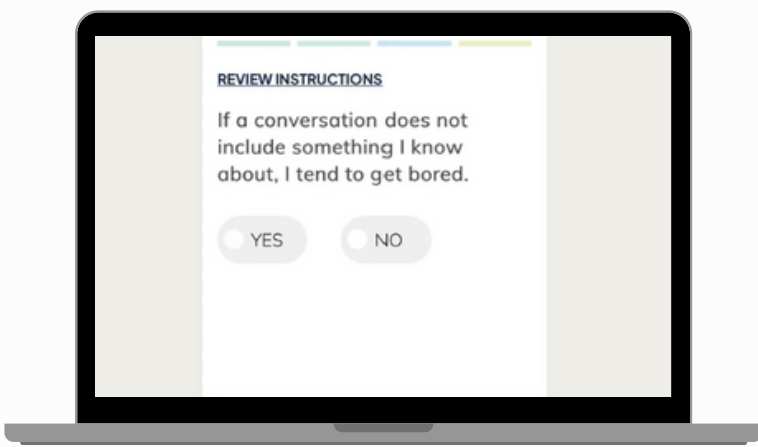


Quantitative Reasoning: Applying basic arithmetic and numerical reasoning to solve real-world problems.

Attention to Detail: Accurately identify errors, inconsistencies, or subtle differences in information.

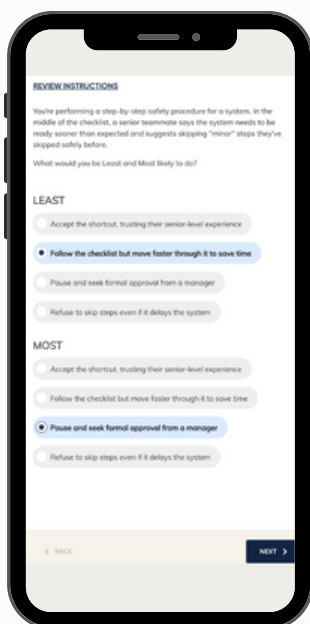
Logical Reasoning: Analyzing information to identify patterns and draw conclusions.

Work Behaviors



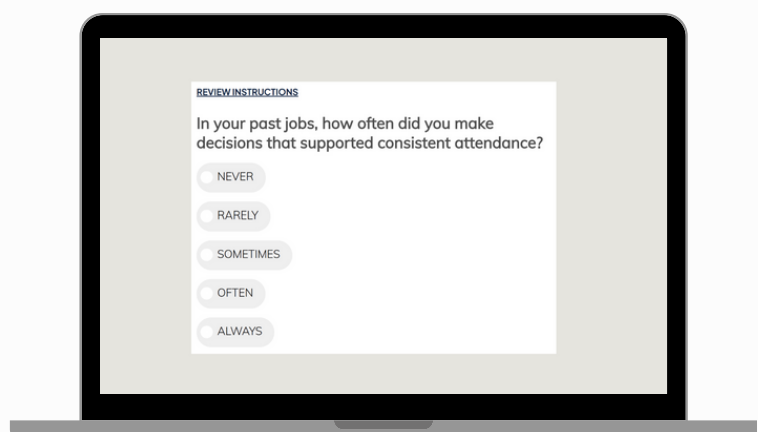
Core Behavioral Tendencies: Resilience, Cooperation, Analytical Orientation, Positive Attitude, Discipline, Assertiveness, Sociability, and Frustration Tolerance.

Work Situations



Situational Judgment: Evaluating challenging scenarios involving Problem Solving, Decision Making, and Adaptability.

Work History



Past Performance: Demonstrated history of strong job performance.

Professional Reliability: Dependable attendance and schedule adherence.

Career Stability: Consistent employment with low tenure risk.

Software & Systems Specialist: Deep Talent Insights

Overall Fit PRINT

Overall Fit **AVERAGE**

Indicates an overall likelihood of success on the job. Can be used to prioritize candidates and is NOT an average of the Competency Fit results.

0 3 5

Career Stability **WEAK**

Demonstrates consistent employment history and low tenure risk.

0 1 5

Professional Reliability **WEAK**

Demonstrates dependable attendance and adherence to work schedules.

0 1 5

They are goal-oriented and self-directed. They make decisions quickly, not spending as much time analyzing. They can lead or follow, but in either situation, they will likely speak up so others can hear their opinion. While they're comfortable being social, they also value time to work independently. They handle everyday pressure well but can feel stretched when demands pile up. Negative feedback can be taken personally, and they may find it hard to admit mistakes right away. They get along well with others but aren't afraid to think for themselves. While generally positive, they stay realistic about others' strengths and weaknesses.

They quickly see patterns, connect ideas, and make sound decisions even in new situations. They are skilled at interpreting data and using numbers to solve problems accurately. When facing tasks that require close attention, they show a reasonable level of accuracy, though occasional oversights may occur in more complex or repetitive work.

When presented with complex situations, they show a reasonable approach but may not always make the best decision when there's ambiguity. They make timely and effective decisions in high-pressure situations. Changing circumstances are handled effectively. They adjust their approach as needed and remain productive in dynamic environments.

Roll-up scores help you quickly identify candidates with a higher likelihood to succeed.

Competency Fit PRINT

Problem Solving **AVERAGE**

Uses data and critical thinking to adapt to change, solve problems, make sound decisions, and drive high performance.

0 3 5

Quality **WEAK**

Shows strong attention to detail, focus on accuracy, and consistency in work output.

0 1 5

Collaboration **WEAK**

Works well with others toward goals; accepts feedback, stays positive, and supports teamwork under pressure.

0 1 5

Competency insights on job-specific areas to understand candidate strengths and opportunity areas to probe.

Interview Guide PRINT

Use the questions to learn more about job-specific areas, as needed. Compare candidate responses to the indicators to evaluate.

Problem Solving **AVERAGE**

Uses data and critical thinking to adapt to change, solve problems, make sound decisions, and drive high performance.

0 3 5

Questions

- Describe a time you had to make a decision with limited information. What did you do?
- Tell me about a time you analyzed data to make a decision. How did you approach it and what was the outcome?

Notes:

Negative Indicators

- Makes decisions based on guesswork or incomplete information.
- Lacks a clear problem-solving process; explanations are disorganized.
- Struggles to communicate reasoning, making decisions hard to follow.

Positive Indicators

- Uses data and evidence to make informed decisions and solve problems.
- Explains solutions logically and step by step.
- Adapts under pressure and stays flexible when circumstances change.

Rating

Ineffective Minimally Effective Effective Highly Effective Exceptional

Job-related interview questions to learn more about specific competencies.

Candidate responses are compared to indicators, allowing you to make consistent, objective ratings, across candidates.

Software & Systems Specialist: Workforce Upskilling

Drive targeted upskilling and professional development for your new hires or existing workforce. Results provide actionable feedback for leveraging strengths and improving opportunity areas.

Development Insights

PRINT

Based on the assessment, results are categorized along with tips for leveraging strengths and improving in opportunity areas.

Work Behaviors

Discipline **TOP STRENGTH**

Values quality of work. Goal-oriented, self-directed, conscientious, and structured.

Tips:

- **Focus on What Matters Most:** Spend effort on the tasks that make a big difference. Ask yourself: "Is this the most important thing right now?" This helps you use your attention where it counts.
- **Own Process Improvements:** Spot inefficiencies in processes and suggest better ways of doing things. This turns your careful approach into a strength that benefits the organization.

Analytical Orientation **TOP STRENGTH**

Typically seeks all of the information before making a decision or taking action. Wants to analyze and understand the why behind things.

Tips:

- **Share Insights in Simple Terms:** Help others see the full value of analysis by making it easy to understand. Practice summarizing complex findings into clear, practical recommendations for others.
- **Anticipate Future Trends:** Use your analytical skills to look beyond the immediate problem and spot trends that could affect future decisions. This positions you as a forward-thinker.

Work Knowledge, Skills, & Abilities

Logical Reasoning **DEVELOPING STRENGTH**

Usually identifies the key details and makes reasonable conclusions, though consistency can vary.

Tips:

- **Use the What's Missing Technique:** When reviewing information, ask: "What's missing?" This helps uncover gaps and improve conclusions.
- **Practice Pattern Recognition:** Look for patterns in problems, equipment behavior, or process issues. Noticing repeated issues or trends helps you make smarter decisions and predict outcomes more accurately.

Quantitative Reasoning **DEVELOPING STRENGTH**

Applies numerical reasoning well in most situations, though complex problems can be slower.

Tips:

- **Practice Comparing Quantities:** Look for chances to compare things—like output rates, usage, or time spent on tasks. Asking "which is more?" or "how much faster?" builds your ability to reason with numbers naturally.
- **Use Estimation to Build Confidence:** Before solving a problem exactly, try estimating the answer. This helps you develop a sense of scale and reasonableness, which is key to making smart decisions on the job.

Work Situations

Problem Solving **OPPORTUNITY**

When presented with complex situations, finds it challenging to consistently identify effective solutions or apply sound judgment.

Tips:

- **Learn from Past Mistakes:** When something doesn't go well, take a few minutes to reflect: What happened? What could I do differently next time? This builds problem-solving skills through experience.
- **Use a Simple Framework:** Try using a basic structure like: Define the problem, Explore options, Choose a solution, Test and adjust. Having a clear process makes problem-solving feel less overwhelming.