Job Analysis/Job Description

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[Name of the Institution]

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**Task 1: Compare two (2) job positions from the episode and perform a job analysis of each position.**

During the episode of the undercover boss, there were several positions which I could capture from the episode. In the episode, I was able to pick the work-life of many positions at Vivint which is a smart home security and automation provider in the region. Out of the four showed positions in the episode, the two which highly stuck out were the position of Monitoring of Customers Care and Instalment Technician (Lambert, & Holzman, 2010).

The job of the Installment Technician consists of installing the wires that are required for the operation of the home security system. These include several activities like climbing on the top roofs, attaching satellites and to find the fine the proper connections for wireless (Lambert, & Holzman, 2010). Additionally, to this job analysis, the position of Monitoring Customers Care includes the duties of answering calls from customers and users and answering their concerns like security breaches. While making sure the customers’ and users’ safety by brief questioning and identifications of other factors or reasons.

**Task 2: Describe your method of collecting the information for the job analysis (i.e., one-on-one, interview, survey, etc.).**

For collecting information for job analysis of each position, one on one method has used and it was the finest way (Morgeson, Brannick, & Levine, 2019). The Chief Executive Officer (CEO) went undercover as showing himself as a newly recruited co-worker and assessed the particular job by the technique of critical incident. The critical incident technique has been used to know the good and bad in the behavior at the job (Ghorpade, & Atchison, 2008). In both "job of installment technician and job of monitoring customers care”, individuals have been asked to share the harmful and helpful duties of completing their job activities. The view communicated by the employees and statements from them were assessed later from the Chief Executive Officer (CEO). The Chief Executive Officer (CEO) decided that what amendments can be made for the purpose to improve the employees’ position and work activities and responsibilities.

**Task 3: Create a job description from the job analysis.**

According to O\*NET, the position of Wireless Instalment Technician requires the knowledge processors, circuit boards, electronic equipment, chips, and computer software and hardware as well as computer programming and related applications (Schneider, & Konz, 1999).

The tasks and duties of Installation technician include;

* Install, maintain and repair the home security systems, like alarm devices and or other related accessories and equipment that follow the blueprints of building plans and electrical layouts.
* Fasten and mount all control panels, window and doors contacts as well as videos cameras, sensors and attach all of the telephone and electrical wiring to connect all components and parts.
* Validate all systems for the users and customers and explain all details like the major causes, reasons, and consequences of wrong alarms at homes, etc.
* Check, test and repair sensors and circuits that follow system specifications and wiring.
* Pass the cables by assessing the holes, cavity walls or roof and top spaces to reach fixture outlets as well as positioning and terminating wires or cables and strapping them.

Proceeding further, according to the O\*NET, the position holder of Monitoring Customers Care must have the knowledge of the process and basic principles for the purpose to provide quality personal and customer services. The knowledge of Monitoring Customer Care position holder include assessment of customers’ needs, meeting quality and efficiency standards of the services for customers, and judgment of customers’ satisfaction and feedbacks (Schneider, & Konz, 1999).

The duties and major responsibilities of the person who Monitor Customer Care include;

* Listen to all customers’ requests and queries, referring then to the specified geographical or alphabetical directories to answer questions and meet the concerns as well as to provide telephonic information and relevant details.
* Check, monitor and suggest an alternate location, spellings and/or list formats to users and customers lacking information or other details.
* Provide special and superior assistance and support to the people like those who are unable to call or those who are in emergency cases/situations.
* Check signal lights on switchboards and press the specific buttons to create the connections.
* Operatize switchboards of telephones and system to compel/complete connection for all local, long-distance, mobile connection, pay telephone, emergency calls or contacts and person to person calls.

**Task 4: Justify your belief that the job analysis and job description are in compliance with state and federal regulations.**

The above-analyzed jobs are considered in accordance and consequence with the legal rules and regulations of the state and federal rules and regulations because the jobs have been found not violating any of the behavior rules and regulations. The duties and tasks in those are clearly defined and they are completely related to the company and no aspects of their duties or tasks show any violation of any legal rule. The existence of analyzed jobs could be proven to be a fine and good impact not a bad or negative impact in any way. The major/main duties, tasks, and responsibilities involved in their job descriptions have been clearly and properly listed and recognized and no form of illegal or unaccepted behavior reported has been found (Thompson, & Thompson 2002).

So, the job analysis and job description of both jobs are completely in compliance with both federal and states legal rules and regulations.

**References**

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