Hiring Checklist

A. Offshore Contractor Hiring Checklist

Step 1: Define Role

☐ Write Job Description (focus on tasks, deliverables; less emphasis on certifications)

☐ Define Scope of Work (specific client projects, support tasks)

☐ Determine Time Zone / Communication Expectations

Step 2: Recruit & Source

☐ Use contracting company or agency

☐ Confirm contractor background / vetting by agency

Step 3: Screening

☐ Brief call/video to check communication & English proficiency

☐ Confirm availability and basic technical fit

Step 4: Technical Assessment

☐ Rely on contracting company’s vetting/test results

☐ Optionally assign a small trial task (non-critical project)

Step 5: Onboarding

☐ Provide access to necessary tools (ticketing, remote access)

☐ Share internal documentation relevant to assigned tasks

☐ Clarify reporting structure and communication channels

Step 6: Performance Monitoring

☐ Track completion of assigned tasks

☐ Conduct periodic reviews with contracting company feedback

☐ Adjust scope or expectations if needed

B. Direct U.S. Hire Hiring Checklist

Step 1: Define Role

☐ Write Job Description (responsibilities, skills, certifications, experience)

☐ Define Scope of Work (daily tasks, client-facing duties)

☐ Determine Team Fit (independent vs. collaborative)

Step 2: Recruit & Source

☐ Post job ads (LinkedIn, Indeed, Dice, Glassdoor)

☐ Ask for employee referrals

☐ Screen resumes (MSP experience, certifications, client support skills)

Step 3: Initial Screening

☐ Conduct phone/video interview (15–30 mins)

☐ Check communication skills and reliability

☐ Confirm basic technical knowledge

Hiring Checklist

Step 4: Technical Assessment

☐ Hands-on test (troubleshoot Windows/Linux, network issues, ticket scenario)

☐ Verify claimed certifications

☐ Assess problem-solving and troubleshooting skills

Step 5: In-Person / Video Interview

☐ Technical deep dive (past projects, complex scenarios)

☐ Evaluate soft skills (communication, teamwork, professionalism)

☐ Check culture fit

Step 6: Reference Check

☐ Contact previous employers/clients

☐ Verify reliability, technical competence, and client management skills

Step 7: Offer & Onboarding

☐ Send offer letter (salary, benefits, probation period, expectations)

☐ Provide systems access, documentation, and training

☐ Assign mentor or buddy for first 30–60 days

☐ Train on internal processes, ticketing systems, and client expectations

Step 8: Probation & Review

☐ Set KPIs for probation (response time, client satisfaction, certifications)

☐ Conduct performance review at end of probation (typically 90 days)