

<AgencyName>

SME Training: Phone Interview

<INSERT DATE>

<DELETE THIS SLIDE BEFORE PRESENTING>

PREPARE THE FOLLOWING AHEAD OF TIME – 1 PRINTED COPY OF EACH PER ATTENDEE

- **Phone interview rating template** customized with your questions and proficiency levels
- Optional: copies of SME Background Info Sheet if they haven't all submitted them already

AGENDA FOR THIS SESSION

- Review interview guide
- Conduct mock interview
- How to rate applicants

MULTI-HURDLE SME ASSESSMENT PROCESS

WE ARE HERE

DETERMINING WHICH APPLICANTS MEET THE MINIMUM REQUIREMENTS

1: JOB ANALYSIS WORKSHOP

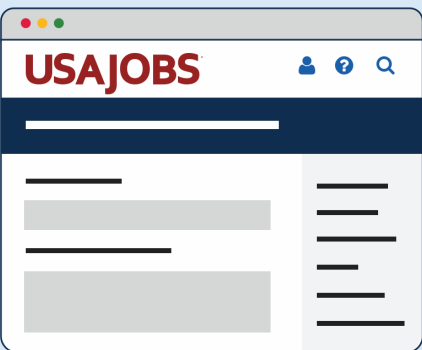
Conduct a two-day job analysis workshop with HR and SMEs to develop your assessments.



Subject Matter Experts
Human Resources

2: JOB ANNOUNCEMENT

Post an accurate and compelling job announcement to attract the most qualified applicants.

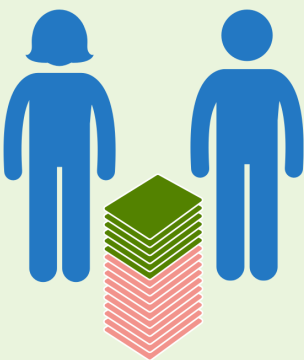


Human Resources

3: RESUME REVIEW

Two SMEs review each resume against the core competencies and proficiencies.

98
applicants



58 do not move forward

Subject Matter Experts

4: PHONE ASSESSMENT INTERVIEWS

SMEs conduct up to two rounds of phone interviews to determine which applicants meet the minimum qualifications.

40
applicants

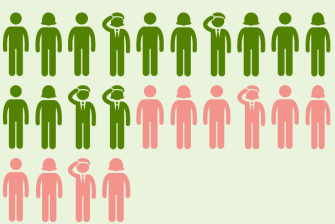
ROUND 1



16 do not move forward

24
applicants

ROUND 2



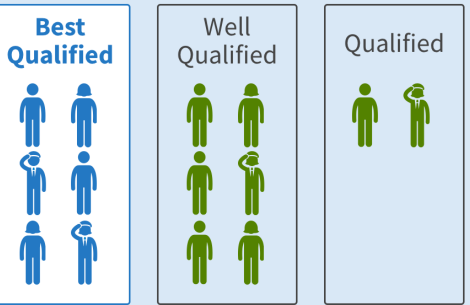
10 do not move forward

Subject Matter Experts

5: ISSUING A CERTIFICATE

HR applies veterans' preference and applies category ratings.

14
applicants



Human Resources



FEEDBACK

FEEDBACK

FEEDBACK

This is an examination. You are testing their knowledge of, and expertise in, the pre-defined competencies.

Prohibited Personnel Practices

5 U.S.C. 2302(b)

- Giving an unauthorized preference or advantage to improve or injure the prospects of any particular person for employment (also, don't promise anyone they're going to get this job--you don't know that!)
- Engaging in nepotism
- Discriminating (including discrimination based on marital status and political affiliation)
- Considering employment based on factors other than personal knowledge or records of job-related abilities
- Influencing any person to withdraw from job competition

OVERVIEW:

Briefly review the Interview Guide

ACTIVITY:

Group-based mock interview

REVIEW INTERVIEW QUESTIONS

- Half the team read questions, the other half answers. Take turns
- Get on the same page about:
 - Questions and follow-ups
 - Proficiency levels
 - Sample responses

During the interview, you can't change questions, but you can repeat and clarify questions if needed.

Take advantage of probe questions

DURING THE INTERVIEW:
Transcribing responses

WRITING A TRANSCRIPT

- Transcript should be detailed enough so that if one SME were to review another SME's assessment, they would arrive at the same proficiency level.
- Transcript does not have to be a verbatim transcription, but do it to the best of your ability.

GOOD OR BAD TRANSCRIPT: EXAMPLE 1

Question (Communication and Collaboration):

Tell me about a time you worked with a team to solve a technical issue? How was the problem identified and how did your group communicate your findings?

Transcript:

- Able to give a detailed description of an issue and its resolution
- Describes that they played an active role in finding and mitigating the risk (vs watching their team find and solve the problem)
- Candidate identified size and scope of risk and how it would affect users
- Candidate mentioned informing stakeholders

GOOD OR BAD TRANSCRIPT: EXAMPLE 2

Question (Active Directory):
How does DNS resolution work?

Transcript:

- User makes a request to a URL
- DNS caches along the way
- Local machine, network, and ISP have them
- There are DNS lookup providers out there
- Essentially what they are doing is mapping the domain name that you put in with the correct IP address that you're trying to go to.

Impression: Covers basics, but lacks details

GOOD OR BAD TRANSCRIPT: EXAMPLE 3

Question:

How is the cloud secure? How would you get data on the cloud securely?

Transcript:

Im speaking from amazon, because this is what I'm most familiar with. Security is a first class citizen. There are always VPCs or virtual subnets that are closed by default. You have to provision security groups and network ACLs to make them accessible from outside the VPC.

- Storage systems can be encrypted via private key that you provide. You can encrypt at rest, or as you're writing to the storage systems.
- Amazon load balancers designed to resist DDoS attacks, several ways to get things onto the cloud securely.
- There are secure gateways that let you create T1 or T3 connections, a direct encrypted pipe, allows you to secure anything (machine on prem in government office, EBS storage). Encrypted E2E.
- Amazon stuff can be certified -- I forget the organization that lets you certify as secure (health or PII).

AFTER THE INTERVIEW:
Rating applicant responses

Ratings:

- Does not meet
- Meets
- Exceeds

There is no quota for how many applicants should pass.

AFTER THE INTERVIEW:

Writing your analysis

EXAMPLE INTERVIEW ANALYSIS

“The applicant has done full-stack work ranging from cloud to front-end. Their implementation of agile, both at previous orgs and in their own startup (albeit a single-person org), shows they knows how to prioritize user needs during development. Seems like well-rounded individual contributor and a strong communicator.

Minor concern: Knowledge on networking is on the weaker end.”

AFTER THE INTERVIEW:

Email your docs to:

<insert HR Specialist(s) email>

PROBLEMS WITH THE INTERVIEWS

- If the applicant is a no-show, try calling again (give them 10 minutes).
- If the interview doesn't occur, in the Interview Analysis box, write "No-show" and submit the template to HR and the schedulers and make a note in the email body that it's a no-show.
- If the applicant is late or verbose, you must make the determination in the allotted time.
- If you have a technical issue and you start late, and you can't get to every question, go over the allotted time or work with the schedulers to make up the time difference.

TIMELINE AND HOURS REQUIRED – {NUMBER} INTERVIEWS

- {NUMBER} SMEs will be doing {NUMBER} interviews each between {DATES}
- Interviews will be scheduled for up to 1 hour.
- Email docs to HR by end of day of that interview.
- Make sure you block off the 4 time slots/day you provided to schedulers.
- Schedule 60 minutes per interview for yourself to set up/fill out/submit feedback that same day.

Submit interview guides within 1
business day.

The End
