

Group based Assessment Center Activities for Application Support Engineer

Instructions for using this Template during Assessment Center

The purpose of this template is to provide a guide for using these Group Based Exercises during an Assessment Center for hiring new candidates.

It provides a structured approach to evaluating candidates based on their technical and behavioral competencies required for the role.

Please follow the instructions below to ensure a fair and consistent evaluation of each candidate.

1. **Review the Technical and Behavioral Competency Requirements for the Role:** Please refer to Section 1 to review the technical and behavioral competency requirements for the role. This will help you understand the key skills, knowledge, and behaviors that are essential for the candidate to possess to be successful in the role.
2. **Use the Group-Based Exercises as Assessment Center Activities:** Please refer to Section 2 & 3 of this template to understand the different group-based exercises that you can use to assess the candidates. Each exercise has been designed to evaluate specific competencies required for the role.
3. **Complete the Assessor Evaluation Form:** Please use the Assessor Evaluation Form provided towards the end of Section 2 & 3 to record your ratings and observations about the candidate during the specific assessment center activity. This form will help you capture your feedback on the candidate's performance during the exercises and their overall fit for the role.
4. **Maintain Objectivity and Fairness:** Please ensure that you remain objective and fair throughout the assessment process. Avoid making assumptions or



Template Collection

drawing conclusions based on factors that are not related to the candidate's performance. Also, ensure that you provide feedback based on the candidate's demonstrated behaviors rather than their personality or personal characteristics.

Section 1: Competencies Required For Application Software Engineer

Technical Competency Requirements:

- Applies application support best practices and methodologies to ensure high-quality application support.
- Demonstrates strong knowledge of Windows/Linux operating systems and system administration through effective troubleshooting and maintenance.
- Applies strong knowledge of SQL and database management to ensure efficient and effective application support.
- Utilizes strong knowledge of networking and network troubleshooting to identify and resolve network-related issues.
- Applies scripting languages such as Python or Bash to automate application support tasks and improve efficiency.
- Demonstrates familiarity with the ITIL framework and applies its principles to improve application support processes.

Behavioral Competency Requirements:

- Analyzes and solves problems effectively, demonstrating strong problem-solving skills.
- Uses strong analytical and debugging skills to identify and resolve application issues.
- Communicates effectively in both verbal and written forms to ensure clear and concise communication with stakeholders.
- Collaborates effectively with team members to achieve common goals and objectives.
- Adapts to new technologies quickly to ensure efficient and effective application support.
- Prioritizes and manages multiple tasks simultaneously to meet deadlines and manage workload efficiently.

Section 2: Group Based Exercise -1

Activity Description: Application Support Team Meeting Simulation

Name of Group Based Exercise: "Role-play"

Objective: Assess technical and behavioral competencies related to effective communication, collaboration, problem-solving, and application support best practices.

Competencies that will be assessed:

- Demonstrates strong knowledge of Windows/Linux operating systems and system administration through effective troubleshooting and maintenance.
- Applies strong knowledge of SQL and database management to ensure efficient and effective application support.
- Utilizes strong knowledge of networking and network troubleshooting to identify and resolve network-related issues.
- Communicates effectively in both verbal and written forms to ensure clear and concise communication with stakeholders.
- Collaborates effectively with team members to achieve common goals and objectives.
- Analyzes and solves problems effectively, demonstrating strong problem-solving skills.
- Uses strong analytical and debugging skills to identify and resolve application issues.
- Adapts to new technologies quickly to ensure efficient and effective application support.
- Prioritizes and manages multiple tasks simultaneously to meet deadlines and manage workload efficiently.
- Demonstrates familiarity with the ITIL framework and applies its principles to improve application support processes.

Instructions for the assessor:

- Provide a scenario for an application support team meeting that requires participants to work together to solve an issue.
- Assign roles to each participant, such as team leader, network administrator, database administrator, system administrator, and application support specialist.

- Observe participants' ability to collaborate, communicate, and problem-solve.
- Evaluate participants based on the competencies listed above.

Instructions for the participants:

- Attend the application support team meeting simulation and play the assigned role.
- Collaborate with other team members to solve the issue presented in the scenario.
- Communicate effectively with other team members and stakeholders.
- Apply technical knowledge and best practices to troubleshoot and resolve the issue.
- Prioritize and manage tasks efficiently.
- Familiarize yourself with the ITIL framework and apply its principles to improve application support processes.

List of Job Aids that will be required to perform the activity:

- ITIL framework guide
- Troubleshooting guide for Windows/Linux operating systems, SQL, and networking
- Communication guide for effective team meetings

Assessment Center Activity Assessor Evaluation Form

Participant Name:	
Assessor Name:	
Date:	

Instructions: Please provide ratings and observations based on the participant's performance during the assessment center activity. Use the rating scale below and provide specific examples to support your ratings.

Rating Scale:

- 1 = Below Expectations
- 2 = Meets Expectations
- 3 = Exceeds Expectations

<i>Competencies Assessed</i>	<i>Rating</i>	<i>Observations</i>
Demonstrates strong knowledge of Windows/Linux operating systems and system administration through effective troubleshooting and maintenance.		
Applies strong knowledge of SQL and database management to ensure efficient and effective application support.		
Utilizes strong knowledge of networking and network troubleshooting to identify and resolve network-related issues.		
Communicates effectively in both verbal and written forms to ensure clear and concise communication with stakeholders.		
Collaborates effectively with team members to achieve common goals and objectives.		
Analyzes and solves problems effectively, demonstrating strong problem-solving skills.		
Uses strong analytical and debugging skills to identify and resolve application issues.		
Adapts to new technologies quickly to ensure efficient and effective application support.		
Prioritizes and manages multiple tasks simultaneously to meet deadlines and manage workload efficiently.		

Demonstrates familiarity with the ITIL framework and applies its principles to improve application support processes.		
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Overall Assessment:

Based on the above criteria, please provide an overall assessment of the participant's performance during the assessment center activity.

Rating	
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Observations:

Please provide any additional comments or feedback about the participant's performance during the assessment center activity.

Additional Comments:

Signature	
Assessor	
Date	

Section 3: Group Based Exercise -2

Activity Description: Automation Scripting Challenge

Name of Group Based Exercise: "Case study"

Objective: Assess technical competencies related to scripting, automation, and application support best practices.

Competencies that will be assessed:

- Applies application support best practices and methodologies to ensure high-quality application support.
- Applies strong knowledge of SQL and database management to ensure efficient and effective application support.
- Applies scripting languages such as Python or Bash to automate application support tasks and improve efficiency.
- Analyzes and solves problems effectively, demonstrating strong problem-solving skills.
- Uses strong analytical and debugging skills to identify and resolve application issues.
- Adapts to new technologies quickly to ensure efficient and effective application support.
- Demonstrates familiarity with the ITIL framework and applies its principles to improve application support processes.

Instructions for the assessor:

- Set up the necessary environment and tools for the participants to complete the scripting challenge. This may include providing access to a development environment, scripting languages like Python or Bash, a database system, and any other relevant tools.
- Prepare a case study or a scenario that requires the participants to apply their scripting and automation skills. The case study should include a problem statement, a set of requirements, and any relevant data or documentation needed to complete the task.

- Clearly communicate the objectives and competencies that will be assessed during the activity. Make sure the participants understand what is expected of them and how their performance will be evaluated.
- Provide a timeline or deadline for completing the challenge. This will help participants manage their time effectively and ensure a smooth evaluation process.
- During the activity, be available to answer any questions or clarify any doubts the participants may have. However, avoid giving away the solution or providing too much guidance, as the purpose is to assess their individual skills and problem-solving abilities.
- Assess the participants' performance based on the given competencies. Take note of their approach, the quality of their code, their problem-solving skills, and their ability to analyze and resolve application issues.

Instructions for the participants:

- Familiarize yourself with the provided case study or scenario. Understand the problem statement, requirements, and any relevant data or documentation provided.
- Plan your approach to solve the challenge. Identify the scripting or automation tasks required and consider the best tools or languages to use.
- Write the necessary scripts or code to automate the application support tasks. Apply best practices and methodologies to ensure high-quality application support.
- Use your SQL and database management knowledge to efficiently and effectively support the application. Make use of any relevant job aids or resources provided.
- Analyze and solve problems effectively. Demonstrate strong problem-solving skills and use your analytical and debugging skills to identify and resolve application issues.
- Adapt to new technologies quickly, if required, to ensure efficient and effective application support.
- Apply the principles of the ITIL framework to improve application support processes, if applicable.
- Complete the scripting challenge within the given timeline or deadline. Submit your code, documentation, or any other deliverables as instructed by the assessor.

List of Job Aids that will be required to perform the activity:

- Development environment (e.g., IDE, text editor, command-line interface)
- Scripting languages such as Python or Bash
- Database system and relevant tools (e.g., SQL client)
- Documentation or resources related to the case study or scenario
- Any additional job aids provided by the assessor for reference or support during the activity.

Assessment Center Activity Assessor Evaluation Form

Participant Name:	
Assessor Name:	
Date:	

Instructions: Please provide ratings and observations based on the participant's performance during the assessment center activity. Use the rating scale below and provide specific examples to support your ratings.

Rating Scale:

- 1 = Below Expectations
- 2 = Meets Expectations
- 3 = Exceeds Expectations

Competencies Assessed	Rating	Observations
Applies application support best practices and methodologies to ensure high-quality application support.		
Applies strong knowledge of SQL and database management to ensure efficient and effective application support.		

Applies scripting languages such as Python or Bash to automate application support tasks and improve efficiency.		
Analyzes and solves problems effectively, demonstrating strong problem-solving skills.		
Uses strong analytical and debugging skills to identify and resolve application issues.		
Adapts to new technologies quickly to ensure efficient and effective application support.		
Demonstrates familiarity with the ITIL framework and applies its principles to improve application support processes.		

Overall Assessment:

Based on the above criteria, please provide an overall assessment of the participant's performance during the assessment center activity.

Rating	
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Observations:

Please provide any additional comments or feedback about the participant's performance during the assessment center activity.



Additional Comments:

Signature	
Assessor	
Date	