

Computer Technical Support

Assessment Fact Sheet

Overview

The Computer Technical Support test measures a candidate's knowledge of how to set up and maintain a PC. It is designed for IT professionals who are responsible for end-user hardware support. This support could be face-to-face or via a help desk. It is designed for the experienced user, but an average performer in this role should pass this test.

Job Family/Title	Technical Support
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Details

Average Testing Time (minutes)	23 minutes
Allowed Time (minutes)	90 minutes
Maximum Number of Questions	30 questions
Number of Sitzings	One
Designed for Unproctored Environment	Yes
Question Format	Multiple Choice - Adaptive
Product Category	Information Technology

Knowledge, Skills, Abilities and Competencies Measured

Measures knowledge of maintaining personal computers in the following areas:

- Backup and Recovery
- Device Support Software
- Hardware Components
- Hardware Troubleshooting
- New Hardware Installation
- Peripheral Troubleshooting
- Security and Biometrics

Example Question

Exit

Question Time Remaining: 0h : 2m : 51s

John has just moved into a new office on the other side of his building and is using a wireless card to connect to the local network. He has been having slow and intermittent connectivity since the move.

Based on the scenario above, what do you do to help resolve the issue that John is experiencing?

a Replace the wireless adapter.

b Clear the wireless settings in the BIOS and let them reset.

c Upgrade the wireless card drivers on the PC.

d Reinstall the operating system on the PC.

e Install a wireless repeater between the router and the PC.

Next

Example Report

Test: Computer Technical Support

This report is confidential and its contents are intended to assist in the prediction of an applicant's work behavior. If you would like more information about this interpretive report or other products that SHL offers, please contact your account representative.

Score: 2.79
Proficiency Level: Proficient (2.51 - 3.50)

The candidate has mastered the basic concepts of Computer Technical Support, including:

- Hardware Components
- Peripheral Troubleshooting
- Network Troubleshooting

The candidate demonstrates a clear understanding of intermediate Computer Technical Support concepts, such as:

- Hardware Troubleshooting
- Device Support Software
- Security and Biometrics

The candidate may have some knowledge of more advanced Computer Technical Support concepts such as:

- New Hardware Installation
- Backup and Recovery

At the Proficient level, the candidate will be capable of working on most projects involving Computer Technical Support with minimal assistance. However, the candidate will probably require more assistance with advanced concepts.

Percentile Comparisons
 The percentile score indicates how well the candidate scored relative to other candidates in the comparison population indicated by the score.

Percentile Comparisons							
Percentile	<table border="1" style="display: inline-table; border-collapse: collapse;"> <tr> <td style="width: 33%; text-align: center;">Low</td> <td style="width: 33%; text-align: center;">Medium</td> <td style="width: 33%; text-align: center;">High</td> </tr> <tr> <td style="text-align: center;">25</td> <td style="text-align: center;">70</td> <td style="text-align: center;">100</td> </tr> </table>	Low	Medium	High	25	70	100
Low	Medium	High					
25	70	100					
Global Population	29 ♦						

Detail Item Results

Order	Question	Topic	Description	Skill Level	Time Taken (Seconds)	Is Correct	A	B	C	Theta	Info	Stand Error
1	COM_TECH_SUPPORT_R2_BB_0883	New Hardware Installation	Internal Hardware	Advanced	33.6	Yes						
2	COM_TECH_SUPPORT_R2_BB_0914	Hardware Components	Networking	Basic	13.0	No						
3	COM_TECH_SUPPORT_R2_BB_0983	New Hardware Installation	Local Peripherals	Advanced	11.6	Yes						