

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

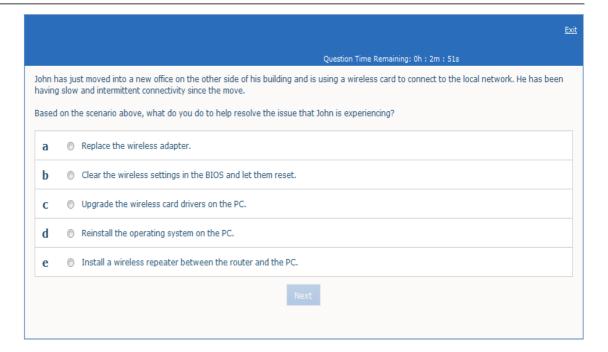
Knowledge, Skills, Abilities and Competencies Measured

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



### **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:

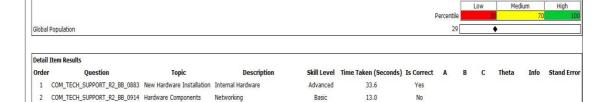
3 COM TECH SUPPORT R2 BB 0983 New Hardware Installation Local Peripherals

- 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

#### Percentile Comparisons

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



Advanced

11.6

Yes