

Installation and Repair Technician – One Sitting

Assessment Fact Sheet

Overview

The Installation and Repair Technician solution is designed for use with entry-level field technician positions in the telecommunications industry. The solution is focused on positions that involve installing, repairing, and maintaining telecommunications equipment, along with some customer interaction, and little to no specific sales components. Sample tasks may include: installing or repairing end-user telecommunications equipment and services, interacting with customers, and installing, or repairing telecommunications network infrastructure. Potential job titles that use this solution are: Installer, Service Technician, and Customer Installation Technician.

Job Level	Entry Level
Job Family/Title	Telecommunications Suite

Details

Average Testing Time (minutes)	49 minutes
Allowed Time (minutes)	Untimed Overall; Some Sections Timed
Maximum Number of Questions	198 questions (160 questions on average)
Number of Sitzings	One
Designed for Unproctored Environment	Yes
Question Format	Forced Choice-Adaptive, Multiple Choice, Multiple Choice-Adaptive

Knowledge, Skills, Abilities and Competencies Measured

Achievement: This component measures the tendency to set and accomplish challenging goals, while persisting in the face of significant obstacles. This trait is characterized by: working hard; taking satisfaction and pride in producing high quality work; and being competitive.

Confidence and Optimism: This is a measure of the tendency to be comfortable and confident in situations that require one to work autonomously, especially in a sales environment. This trait is characterized by: confidence when approaching potential customers; enjoying the challenge of influencing others; and persuading prospective customers to commit to a purchase.

Conscientiousness: This measures the tendency to be aware of and follow company policies and procedures, including: working in an organized manner, returning from meals and breaks on time, and working when coworkers are not working.

Customer Focus: This measures the tendency to show persistent enthusiasm when interacting with customers. This trait is characterized by: apologizing sincerely for inconveniences, being patient, tolerating rude customers calmly, and searching for information or products for customers.

Deductive Reasoning Ability: This assessment measures the ability to draw logical conclusions based on information provided, identify strengths and weaknesses of arguments, and complete scenarios using incomplete information. It provides an indication of how an individual will perform when asked to develop solutions when presented with information and draw sound conclusions from data. This form of reasoning is commonly required to support work and decision making in many different types of jobs at many levels. Because this test utilizes computer adaptive technology, it is suitable for unproctored use.

Service Professionalism: This is a measure of the tendency to have potential for professional success across industry type and functional area. This is characterized by scores that are derived from responses to questions regarding academic and social background, and aspirations concerning work.

Example Questions

The on-the-job help I've gotten from supervisors I've had has been:

a <input type="radio"/>	outstanding
b <input type="radio"/>	very good
c <input type="radio"/>	good
d <input type="radio"/>	fair
e <input type="radio"/>	poor
f <input type="radio"/>	none of my supervisors has really helped me

You get confused when faced with a new problem.

Your friends have mostly the same likes and dislikes as you.

True False

Rather than stick to a single task until it's done, you prefer to move back and forth among several tasks.

Switching between tasks causes you stress.

Strongly Disagree Disagree Neutral Agree Strongly Agree

Zones are determined based on the region to which a passenger is flying, along with the first letter of the passenger's last name.

Region	Name	Zone
NE	A - M	1
NE	N - Z	2
NW	A - M	5
NW	N - Z	4
SE	A - M	3
SE	N - Z	4
SW	A - M	5
SW	N - Z	3

Which zone is Paul Horne in if he is flying to the SE?

- a 1
- b 2
- c 3
- d 4
- e 5

Choose which of the two statements below is more true of you.

- a I value doing a task well.
- b I am able to reach goals I set without too much effort.

Example Report

Recruiter Report : Telecom 5.5: Installation and Repair Technician - Short Form



Applicant Information

Name:calvin coolidge
Application Date:Tue Jan 11 15:13:00 PST 2011
Applicant ID:4043
Session ID:50087806532607

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 PreVisor offers, please contact your account representative.

Overall Score

Recommended ✓

	Low	Medium	High
Percentile	30	70	100
Overall	57		

Detailed Results

	Low	Medium	High
Percentile	30	70	100
Deductive Reasoning	45		
Achievement	83		
Confidence and Optimism	9		
Conscientiousness	3		
Service Professionalism	99		
Customer Focus	94		

Score Interpretation

Deductive Reasoning

This assessment measures the ability to draw logical conclusions based on information provided, identify strengths and weaknesses of arguments, and complete scenarios using incomplete information. It provides an indication of how an individual will perform when asked to develop solutions when presented with information and draw sound conclusions from data. This form of reasoning is commonly required to support work and decision making in many different types of jobs at many levels.

This report provides information regarding an individual's ability to use sound logic to solve problems, strengthen arguments, and identify weaknesses in the propositions of others.

This individual demonstrates an average level of deductive reasoning ability compared to others in similar job levels. This person can draw logical conclusions from available data and make sound arguments as well as most people who score in this zone. He/she has an average ability to solve problems effectively and identify underlying assumptions in arguments.

At work, this individual should be able to use data and information as effectively as most others in developing solutions to problems. Like most other people in the comparison group, however, this person may require additional time or assistance to put together solutions for particularly complex problems.