

Network Technical Support

Assessment Fact Sheet

Overview

The Network Technical Support test measures knowledge of Network Technical Support. It is designed for IT professionals who are responsible for the setup, configuration and maintenance of a network and those responsible for end user network support. This support could be face to face or via a help desk.

Job Family/Title	Network Support Specialists/Technicians
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Details

Average Testing Time (minutes)	29 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

The following areas are covered:

- End User Support
- Network Design
- Network Health
- Network Security
- Switching and Routing
- WAN Support
- Wired LAN Support
- Wireless LAN Support

Example Questions

Exit

Question Time Remaining: 0h : 2m : 57s

Your company splits the payroll department into two smaller departments. The network traffic from these departments must remain logically separate. Your supervisor asks you to remotely access the managed switch in that segment and reprogram it to create new VLANs for the new departments.

Based on the scenario above, to remotely log on to the managed switch and update individual settings, you execute which utility?

a ☐ telnet

b ☐ ftp

c ☐ curl

d ☐ netstat

e ☐ tftp

Next

Example Questions

Test: Network 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: 2.72
Proficiency Level: Proficient (2.51 - 3.50)
The candidate has mastered the basic concepts of Network Technical Support, including:

- End User Support
- Network Design
- Network Security

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

- Wired LAN Support
- WAN Support
- Network Health

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

- Switching and Routing
- Wireless LAN Support

At the Proficient level, the candidate will be capable of working on most projects involving Network 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	<div style="display: flex; justify-content: space-between; font-size: 0.8em;"> Low Medium High </div> <div style="display: flex; align-items: center;"> <div style="width: 100px; height: 10px; background: linear-gradient(to right, red, yellow, green);"></div> 70 </div>
Global Population	<div style="display: flex; align-items: center;"> <div style="width: 100px; height: 10px; background-color: #ccc; position: relative;"> <div style="position: absolute; left: 0; top: 0; bottom: 0; width: 32px; background-color: #0056b3; color: white; text-align: center; line-height: 10px;">32</div> </div> <div style="margin-left: 5px;">◆</div> </div>

Detail Item Results												
Order	Question	Topic	Description	Skill Level	Time Taken (Seconds)	Is Correct	A	B	C	Theta	Info	Stand Error
1	NETWORK_TECHNICAL_SUPPORT_(R2)_BB_0630	Switching and Routing	Routing Protocols	Advanced	46.7	Yes						
2	NETWORK_TECHNICAL_SUPPORT_(R2)_BB_0212	End User Support	LAN and WLAN User Support	Basic	9.3	No						
3	NETWORK_TECHNICAL_SUPPORT_(R2)_BB_0620	Network Health	Software Maintenance	Intermediate	34.5	Yes						