Technical Help Desk (Microsoft)
Assessment Fact Sheet

Overview

The Technical Help Desk (Microsoft) test measures knowledge of troubleshooting core end-user problems using common office software in the Windows platform. Designed for experienced help desk professionals.

Job Family/Title	Technical Support, Help Desk

Details

Average Testing Time (minutes)	27 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

The following areas are covered:

- Hardware
- Help Desk Operations
- Internet Explorer
- Microsoft Office
- Networking and Connectivity
- Operating Systems
- PC Peripherals
- Software
- System Security and Maintenance

Example Question

Exit

Question Time Remaining: 0h : 2m : 56s

A user calls the Help Desk regarding an issue with her PC. She has received the following message: "The trust relationship between this workstation and the primary domain failed." The user is able to log on locally to the machine, but cannot access domain resources.

Given the scenario above, how do you assist with resolving the user's issue?

a ○ Have the user run Reset-ComputerMachinePassword from PowerShell.

b ○ In Active Directory, move the computer account to the "Computers" Organizational Unit.

c ○ Have the user join the workstation to a workgroup.

d ○ Run NETDOM to reset the computer's password in Active Directory.

e ○ Delete and re-create the user account in Active Directory.

Next

Example Report

Test: Technical Help Desk (Microsoft)

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: 2.65
Proficiency Level: Proficient (2.51 - 3.50)
The candidate has mastered the basic concepts of Technical Help Desk (Microsoft), including:

- Hardware
- Help Desk Operations
- Operating Systems

The candidate demonstrates a clear understanding of intermediate Technical Help Desk (Microsoft) concepts, such as:
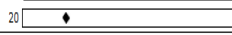
- Networking and Connectivity
- PC Peripherals
- System Security and Maintenance

The candidate may have some knowledge of more advanced Technical Help Desk (Microsoft) concepts such as:

- Internet Explorer
- Software
- Microsoft Office

At the Proficient level, the candidate will be capable of working on most projects involving Technical Help Desk (Microsoft) 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

		Low	Medium	High
Percentile		30	70	100
Global Population	20	◆		

Detail Item Results

Order	Question	Topic	Description	Skill Level	Time Taken (Seconds)	Is Correct	A	B	C	Theta	Info	Stand Error
1	TECH_HELP_DESK_MS_R3__BB_BB_0401	Internet Explorer	Metro and Desktop Browsers	Advanced	47.2	Yes						
2	TECH_HELP_DESK_MS_R3__BB_BB_0396	Help Desk Operations	Service Requests	Basic	10.8	No						
3	TECH_HELP_DESK_MS_R3__BB_BB_0400	Networking and Connectivity	Domain Join	Intermediate	28.2	Yes						