

# Technical Help Desk

## Assessment Fact Sheet

### Overview

The Technical Help Desk test measures knowledge of core end-user problems using common office software and hardware. Designed for experienced help desk professionals.

Job Family/Title	Help Desk Technicians
------------------	-----------------------

### Details

Average Testing Time (minutes)	27 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:

- Computer Systems
- Configuring PC Peripherals
- Hardware
- Help Desk Operations
- Networking
- PC and System Terminology
- Security
- Software
- Troubleshooting Process
- User Problems

## Example Questions

[Exit](#)

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

A user has a bad hard drive on a system your company sold him. Your company's service agreement includes dispatching an on-site technician when available. The user needs to have his system running tomorrow, but a technician is not available until next week.

Based on the scenario above, which action do you take to assist the user in getting his system operational?

**a**  Schedule the on-site technician to replace the part next week.

**b**  Give the user an option of receiving the hard drive and installing it himself or waiting for the on-site technician.

**c**  Place notes in the ticket, escalate it to Level 2 support, and let them make a decision on how to handle the request.

**d**  Tell the user your supervisor will call him back.

**e**  Tell the user you will send the drive, but he needs to install it.

Next

## Example Reports

**Test:** Technical Help Desk  
 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:** 2.76  
**Proficiency Level:** Proficient (2.51 - 3.50)

The candidate has mastered the basic concepts of Technical Help Desk, including:

- Hardware
- Security
- Troubleshooting Process

The candidate demonstrates a clear understanding of intermediate Technical Help Desk concepts, such as:

- PC and System Terminology
- Software
- Help Desk Operations
- Configuring PC Peripherals

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

- Networking
- User Problems
- Computer Systems

At the Proficient level, the candidate will be capable of working on most projects involving Technical Help Desk 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
Global Population	17

	Low	Medium	High
Percentile	25	70	100

**Detail Item Results**

Order	Question	Topic	Description	Skill Level	Time Taken (Seconds)	Is Correct	A	B	C	Theta	Info	Stand Error
1	TECHNICAL_HELP_DESK_(REFRESH3)_BB_0357	Help Desk Operations	Service Requests	Intermediate	33.8	Yes						
2	TECHNICAL_HELP_DESK_(REFRESH3)_BB_0385	Security	Internet Access, Proxy and Socks Servers	Basic	15.6	No						
3	TECHNICAL_HELP_DESK_(REFRESH3)_BB_0399	Troubleshooting Process	Diagnostic and Repair Tools	Basic	15.4	Yes						