

Technical Support Staff Selector

Purpose

This test is designed to measure the knowledge and aptitude required for the position of Technical Support.

General description

This test, from which a four-page report is provided to the client, consists of five problems which measure basic technical knowledge, logic and analytical skills.

Job criteria measured

- General Knowledge: in problem one, the candidate has to answer true/false questions pertaining to word-processing, spreadsheet, database software and networking.
- PC Knowledge: problem two is divided into three parts. The candidate is to complete the part that applies to your environment. Part A evaluates the candidate's knowledge of PC or MS-DOS commands and concepts. Part B measures Windows '98 support knowledge. Part C measures knowledge of Windows NT 4.0.
- Logical and analytical: logical and analytical skills necessary for the position are measured in problem three.
- Specifications: the ability to interpret and follow specifications and identify problems is measured in problem four.
- Sequencing: in problem five, the individual is asked to logically sequence activities to generate a problem solution.

Test administration

The test requires only clerical supervision to administer and takes 1 hour and 20 minutes to complete. It is important to indicate on the cover of the test booklet which part of Problem 2 the candidate must complete.

Sample report (excerpt)

Technical Support Staff Selector

CANDIDATE: Scott Smith

OVERALL SCORE: 73% RATING: Satisfactory

Below Average	Average	Above Average
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WORD PROCESSING	XXXXXXXXXX
SPREADSHEET	XXXXXXXXXX
DATABASE	XXXXX
NETWORKING	XXXXXXXXXX
SYSTEM SOFTWARE: Windows 98	XXXXXXXXXXXX
PROBLEM ANALYSIS ABILITY	XXXXXXXXXXXXXXXXXXXX
ABILITY TO FOLLOW SPECS	XXXXXXXXXXXXXXXXXXXX
LOGICAL ABILITY	XXXXXXXXXXXXXXXXXXXX

In problem one, the candidate had to answer 40 true/false questions grouped into four subjects: word processing, spreadsheet, database software and networking. This question was developed to measure the candidate's knowledge of generic software. This person scored 20 out of a possible 40 points.

Problem two involved eighteen multiple-choice questions that pertained to Windows 98, and measured the individual's level of software knowledge. This candidate scored 12 out of 20 points.

Problem three was designed to measure the logical and analytical skills required for problem solving by the technical support individual. It also evaluated the candidate's ability to learn. This person obtained 17 points out of a possible 17.

Problem four examined the candidate's ability to read precise specifications and identify problems in the application of those specifications. This person scored 16 out of 18 points.

The last problem on the test evaluated the candidate's overall logical ability in generating a problem solution. This candidate scored 12 out of 12.

Recommendation

We recommend this individual for a career as a Technical Support provided further is supplied, particularly with regard to database software.

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Sample question (segment)

1. A volume label is a name given to:
 - a. a diskette to identify the contents of the diskette.
 - b. a diskette drive to identify the diskette drive.
 - c. the source drive
 - d. the destination drive.
2. What is the purpose of the Point-to-Point-Tunneling protocol (PPTP)?
 - a. PPTP lets an NT 4.0 user dial directly to a RAS server using TCP/IP.
 - b. PPTP lets a user create a VPN by dialing their network across the Internet.
 - c. PPTP lets a user dial into their network across the Internet only through an ISPN.
 - d. PPTP bypasses firewall security and then creates a VPN.
 - e. None of the above.

Languages published

English, French

Date introduced

1994, Revised 1997, 2000

Evaluation

The overall rating is based on scores according to the following table:

Score	Overall Rating	Interpretation
85 - 100%	Above Average	We strongly recommend this individual as having the potential for a successful career as a technical support person.
74 - 84%	Average	We recommend this individual for a career as a technical support person provided further training is supplied.
65 - 73%	Satisfactory	We recommend this individual for a career as a technical support person only if highly motivated, and if an intensive, well supervised training course is available.
0 - 64%	Below Average	We DO NOT recommend this individual for a career as a technical support person.