



Description of Test (DOT)

TECHNICIAN ASSESSMENT

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This **DOT** is designed to help you prepare for the Technician Assessment. The information is being made available to you now so that you can review the material at a more leisurely pace. There is also specific information about the dimensions that the assessment measures and what you may do to prepare for it.

What the Technician Assessment Measures

Dimension	Definition	
Basic Computer Literacy	This is a measure of knowledge related to basic computer terms and the ability to perform common computer tasks. Specific tasks assessed include managing files, working with a Windows operating system and application software, and accessing the Internet.	
Knowledge of Basic Electricity	Electricity Fundamentals	Knowledge of basic electronic components, terminology associated with electrical and electronic circuits, and characteristics of conductors and insulators. This includes knowledge of common measurement instruments.
	Ohm's Law	Knowledge of Ohm's law describing the relationship between voltage, current, and resistance in an electrical circuit. This includes knowledge of how to calculate current, voltage, and resistance as well as power in a circuit.
	DC Power	Knowledge of DC power plant, including positive and negative side and direction of current flow.
	AC Voltage and Current	Knowledge of electrical signals that change direction / change polarity in a repeating pattern over time, including the concept of AC voltage supply.
	Electrical Safety	Knowledge of safe practices in working with electricity including grounding and insulation. This includes knowledge of how to prevent electric shock, electrocution, fires, and explosions as well as emergency actions to take in dealing with these hazards.
Professional Potential	This component measures 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.	
Achievement	This component measures an individual's perseverance, desire to work hard, and passion for long-term goals. This scale measures self-esteem and developmental indicators of success through questions regarding developmental influences, self-esteem, work history, and work-related values and attitudes.	
Problem Solving	This component measures the tendency to efficiently and effectively use numerical and analytical reasoning. This component is characterized by the ability to solve complex problems, identify alternatives, and make reasoned decisions.	
Customer Focus	Concerns an individual's willingness to put the customer first, even when they are rude, unreasonable, or place undue blame for a mistake. Successful Customer Service Representatives build good relationships with customers, try to understand	

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	their needs, and develop good relationships with co-workers to ensure that customer needs are met.
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.

Frequently Asked Questions (FAQs)

Question	Response
Who needs to take the Technician Assessment?	<p>Please see Table 1 below for a list of the job codes and titles where the Technician Assessment applies.</p> <p><u>When taking this assessment, you are required to work independently and are not permitted to obtain assistance or input from others. The assessment information is considered confidential and must not be shared with others. In addition, you may be asked about your assessment results during the structured/behavioral interview.</u></p>
How is the assessment administered?	<p>This is an online, unproctored assessment which is taken on a personal computer, utilizing a standard computer keyboard, mouse and internet web browser. Please do <u>NOT</u> take this assessment on your mobile phone or another electronic device.</p> <p>Prior to taking the assessment, it is HIGHLY recommended that you consult the following website to ensure that the PC you are using is configured properly: http://service.shl.com/s2p-candidates/.</p>
How much time is needed to take the assessment?	<p>Please set aside <u>at least 90 minutes</u> to complete the assessment. Please ensure that you are in a distraction-free environment and that the assessment is your sole focus.</p> <p>Please take this assessment seriously as it will be used as part of the selection decision-making process, and please attempt to complete it in one sitting.</p> <p>You will have five (5) days (i.e., 120 hours) from the time that the assessment link is provided to you to complete the assessment, or you will be considered to have withdrawn from the selection process.</p>
How are the questions formatted?	<p>You will see a variety of question types (e.g., multiple-choice, simulation). Some example items are provided toward the end of this document.</p> <p>For the simulation items, you will be provided two attempts to obtain the correct answer before you are moved to the next item.</p> <p>The Knowledge of Basic Electricity section contains 61 multiple-choice items. <i>You will have no more than one minute to respond to each item,</i></p>

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Question	Response
	<i>and you will not be able to review your answers.</i>
What may I use when taking the assessment?	You may use scratch paper, a pen or pencil, and a calculator. You may NOT consult reference materials or other individuals when taking the assessment.
How is my score determined?	Scores are computed for each of the assessment sections and then combined to create an overall score.
Am I penalized for guessing an answer?	If you are not sure of the answer to an item, making your best guess is a good strategy. You are not penalized for incorrect responses; however, your score is based on the number of items answered correctly.
Will I receive feedback on my score?	No. Upon receipt of your assessment scores, you will receive an automated communication from our Applicant Tracking System (ATS) indicating that we have your assessment results on file.
Will I be able to retake the assessment?	Your assessment results are valid for six months. As a result, after this six-month time period had passed, in order to be considered for any open requisitions, you will be required to retake the assessment. Please note that this does not guarantee that you will perform better on the assessment or that you will be considered for any open positions.
Who may I contact if I experience any technical difficulties when taking the assessment?	You may contact SHL Technical Support for assistance with your online assessment at 1-800-899-7451 (option 1).
Who may I contact if I no longer have access to the assessment link?	Please send an email to hr.testing@centurylink.com with the Requisition number (e.g., 10401BR) and the needed assessment link.
What if I need an accommodation to take the assessment?	CenturyLink provides assessment accommodations to qualified applicants with disabilities during the administration of pre-employment screens, to the extent such accommodations are reasonable, consistent with the nature and purpose of the examination, and necessitated by the applicant's disability. CenturyLink's objective is to provide effective and necessary accommodations to qualified applicants as defined under the Americans with Disabilities Act, without substantially altering the nature of the screening process. Each applicant's request for assessment accommodations is evaluated on a case-by-case basis. If you think you need an assessment accommodation, please send an email to hr.testing@centurylink.com .

Table 1. Job Codes and Job Titles Where the Technician Assessment is Required

Job Code	Job Title
50027627	BROADBAND TECHNICIAN
50002333	CABLE SPLICER
50002354	CABLE TECHNICIAN
50018548	COMBINATION CABLE/INSTALLER/REPAIRWORKER
50014623	COMMUNICATIONS TECH
50018637	COMMUNICATIONS TECH-CWA
50018638	COMMUNICATIONS TECH-IBW
40000004	CONSTRUCTION TECHNICIAN-IBWQ
50018574	CUST SERVICE TECH
50018575	CUST SERVICE TECH I
50018576	CUST SERVICE TECH II
50018639	CUST SERVICE TECH II-NJ
50018579	CUSTOMER SERVICE TECH
50018640	INSTALLER REPAIRPERSON
40000008	MONTANA COMBO STATION/C.O. TECH-IBWQ
50027603	NETWORK TECHNICIAN
50002369	PLANT TECHNICIAN
50017481	SERVICE TECH
50018733	SERVICE TECHNICIAN

Example Assessment Items

Which of the following statements does not represent Ohm's law?

- Current / potential difference = constant
- Potential difference / current = constant
- Potential difference = current x resistance
- Current = resistance x potential difference

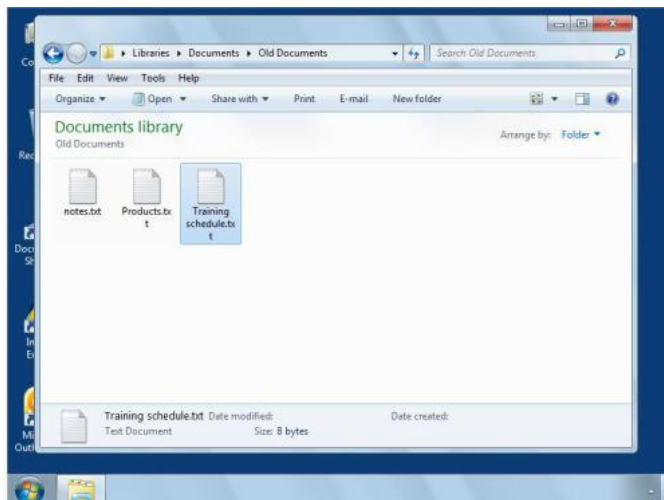
An instrument which detects electric current is known as a:

- voltmeter
- rheostat
- wattmeter
- galvanometer

What is the applied voltage on a circuit in which .5A is flowing and 10 W is generated?

- 2 V
- 5 V
- 20 V
- 50 V

Re-label the Products file as Products and Services



You have been working on an issue at work for a long time but cannot finish it because you are not sure how. What would you be MOST likely to do?

- Put it aside until tomorrow so you can start fresh.
- Keep going until you solve the issue and can finish.
- Ask a coworker for help in solving the issue.
- Ask your manager for help in solving the issue.
- Take a reasonable guess at solving the issue so you can move to your other tasks.

When we ask your most recent manager, how will he or she say that you react to missing a goal at work?

- a. Disappointed, but ready to work harder next time.
- b. Upset with yourself because you are used to meeting goals.
- c. Satisfied knowing you did your best.
- d. Unconcerned because no one meets their goals all the time.
- e. This would be my first job.

Resources for preparing for the Technician Assessment

1. If you are currently a legacy Qwest employee, you can take classes through Pathways. For more information, see the Pathways website at <http://www.centurylinktuition.com/Home.aspx>.
2. If you are currently a CenturyLink employee, training courses may be available via Field Training & Development. Please check the following website: <http://ftdev>.
3. Find information on the web. Use a search engine such as www.google.com, type in the term you need to learn more about, such as "Ohm's Law". The search will likely produce websites with helpful information.
4. Read a book. Find text books that are used by instructors that teach courses on the topic on which you need to strengthen your knowledge. Technical colleges and universities will often publish the text books used for courses on their websites.
5. Talk to your supervisor about how you can develop your knowledge and skills.

PLEASE NOTE: The purpose of this guide is to provide information which will assist all candidates in their performance on the Technician Assessment. Your performance is determined by many things such as your education, experiences and skills.