

COMPUTER NETWORK HELP DESK SUPERVISOR
Selection Process I.D.#
7612//0523

EXAMINATION PLAN

I. WRITTEN EXAMINATION

Multiple choice – 50 items
Weight = 40%
Pass = 70% or more
Time limit = 1.5 hours
Hand-held calculator permitted

CONTENT AREA	# OF ITEMS	PERCENTAGE
1. Computer Operating System Commands	21	42
2. Computer Operations Principles and Terminology	18	36
3. Communications and Interpersonal Relations	2	04
4. Prioritizing	3	06
5. Scheduling	6	12
TOTAL	50	100

Reference Sources:

Dictionary of Computer Terms, Barron's Business Guide, Downing, Douglas and Covington, Michael; First Edition, 1986
Locker, Kitty O., *Business and Administrative Communication*, Fourth Edition, Irwin McGraw-Hill, 1997
CompTIA A+ Complete Study Guide, Quentin Doctor, Jon Buhagiar. 2022
MVS Book GC28, Principles of Operations, Fifth Edition, IBM, 1998
TCP/IP Study Guide, Sybex Inc., 1997
Teach Yourself TCP/IP Study Guide, Second Edition, Joe Casad, 2001
Troubleshooting Windows 2000 TCP/IP, Syngress, First Edition, 2000
VTAM Operations SC31, Second Edition, IBM, 1990
The Office, South-Western CENGAGE Learning, 2007
Procedures & Theory for Administrative Professionals, South-Western CENGAGE Learning, 2009

II. QUALIFICATIONS APPRAISAL BOARD (QAB)

Weight = 60%
Pass = 70% or more

The QAB is an oral board exam. Unlike a job interview, the QAB is very structured with multiple board members taking turns asking a set number of predetermined questions. The same questions are asked of each candidate participating in the QAB.