

TELECOMMUNICATIONS SPECIALIST
Selection Process I.D. #
6326/1116

EXAMINATION PLAN

WRITTEN EXAMINATION

Weight = 60%

Pass = 70%

50-item multiple choice examination

Time = 1 hour

	CONTENT AREA	# OF ITEMS	PERCENTAGE
1.	Telephone Concepts	7	20.59
2.	Installation of Computer Support Equipment	8	23.53
3.	Standard Cable Concepts	9	26.47
4.	Safety Principles	4	11.76
5.	Communications and Interpersonal Relations	<u>6</u>	<u>17.65</u>
	TOTAL	34	100%

REFERENCE SOURCES:

Day, Nancy, *Back to Backs: A Guide to Preventing Back Injury*, Krames Communications, 1984.

Fulton, Patsy J., Joanna D. Hanks, *Procedures for the Office Professional*, 2nd Ed, South-Western Publishing Co, 1990.

Keller, J.J., *Keller's Official OSHA Safety Handbook*, J.J. Keller and Associates, Inc., 1994.

Locker, Kitty O., *Business and Administrative Communication*, Fourth Edition, Irwin McGraw-Hill, 1997.

Newton, Harry. *Newton's Telecom Dictionary, 30th Edition*. New York, NY. 2016.

Standards Reference Guide. Glenview, Illinois. Anixter Inc. 2016.

Stewart, Doug, *The Power of People Skills*, John Wiley and Sons, Inc. 1986.

Timm, Paul R., James A Stead, *Communication Skills for Business and Professions*, Prentice Hall. 1998.

Truitt, John, *Telephone Tactics for Instant Influence*, Dembner Books. 1990.

Telecomabc: www.telecomabc.com. 2005.

This examination consists of 34 multiple choice questions, all equally weighted.

PERFORMANCE EXAMINATION

Weight = 40%

Pass = 70%

Total Time Limit = 50 minutes

The applicant will be given three (3) job specific tasks to complete.