Assessment for Operations Support

# There will be 3 stages of assessment for the application process of this position. Each will be a progression of complexity and level of expertise. Everyone will be given at least 1 week to complete each level. As the next is being completed, the previous will be evaluated and critiqued.

# Stages

## Beginning – Initial assessment to demonstrate web authoring abilities

## Intermediate – Further assessment to demonstrate database abilities

## Advanced – Final assessment to demonstrate integration abilities

# --Beginning assessment

As you all should know by now, there are many different tasks which are involved in this position. These include among other things: evaluating representative performance for supervisors, maintaining current solutions, developing and implementing future solutions, networking with many people including upper and executive management, and helping individuals as days come and go regardless of what is needed. This position is more than just simply creating reports and writing SQL, it involves a full understanding of the support center, the company as a whole, and a thorough understanding of IT concepts. Basically this job in a one sentence description can be summed up as:

Doing whatever is necessary to get information to who needs it by way of the more efficient avenue possible.

A key notion to understand is that the IT industry is ever- evolving whether it is hardware, software, or middleware. One of the most revolutionary concepts which have come to the industry is AJAX. No, I’m not talking about the soap; this is an acronym for Asymmetric Javascript And XML. Using this technology, it is possible to update portions of a webpage without the need of reloading the entire page – thus keeping your selections elsewhere on the page as they were. Dealing with AJAX directly is very cumbersome, to overcome this there are several javascript libraries and frameworks which have been written to ease the pain. One of the most widely accepted libraries which is used today is jQuery.

One important thing to understand is that unlike support reps, this position lacks the support of an “expeditor”. Due to this fact you have to use your resources diligently whether it is the internet or otherwise (books for example and not me).

I would like for you to demonstrate your ability to use resources which I have mentioned previously to accomplish the following task.

Write a webpage utilizing jQuery which has a nice interface for reporting including accordion menus which are well organized and multi-tiered.

As an example, structure could possibly include:

* Calls by Skill
  + Individual
  + Daily
  + Weekly
  + Monthly
* Calls by rep
  + Individual
  + Daily
  + Weekly
  + Monthly
* DMGR incidents by rep
  + Individual
  + Daily
  + Weekly
  + Monthly
* DMGR incidents by incident type (good for tax season knowledge)
  + Individual
  + Daily
  + Weekly
  + Monthly

I understand that you have no way of actually getting this information at this point; however that is not the purpose of this exercise. Right now we are only focusing on the interface for the information to be displayed in – but it would be nice to have feedback letting the user know that this is the object which was selected. For this assignment, all can be accomplished without an actual web server. Keep in mind that this is intended to be written in plain HTML and JavaScript, no application language is to be used for accomplishing this task (.net, PHP, JSP, python, ruby); however GUI interfaces can be used and are encouraged. Store the files locally while developing, zip them and email them to me at [richiard.carnes@cchsfs.com](mailto:richiard.carnes@cchsfs.com). You will have until next Friday (February 25, 2011 at 5:00PM EDT) to complete this task. At this time the next assessment will be sent to you with instructions.

PS – As a heads-up I would like to say watch your periods, semicolons, parenthesis, and brackets when writing javascript with jQuery.