Desktop Support
Assessment Fact Sheet

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Overview	Multi-choice test that measures the knowledge of networking, peripheral components, operating systems, troubleshooting and providing technical support.

	Relevant Job Roles	Desktop Support Engineer, Desktop Support Specialist, Desktop Support Lead, Desktop Support Technician

Details	**Language**	English (US)
	Average Testing Time (minutes)	08 minutes
	Allowed Time (minutes)	20 minutes
	Maximum Number of Questions	20 questions
	Number of Sittings	One
	Test Type	Multiple Choice - CTT
	Sector	Information Technology
	Scores Reported	• Overall Score • Technical Support and Troubleshooting • OS/Software Installation • Networking Basics • Peripheral Components Installation
	O*NET Competency	Computers and Electronics

Knowledge, Skills, Abilities And Competencies Measured	The following areas are covered: • Troubleshooting desktop/laptop OS issues and email client related issues • Perform root cause analysis for incidents • Provide remote/field support for OS, email client, MS Office & application. • Installation/configuration of email client, Outlook and other software applications • Installation of antivirus (Symantec, MacAfee, SCEP) • SCCM client installation • Installation of OS Windows 7, 8, 10 and managing rights • Basic knowledge of ADS, DNS, DHCP, VPN, Wi-Fi • Handle IMACs (pre-approved, low impact – Install, Move, Add and Change) • Transport and application layer • Data communication components and physical layer • Memory types (DDR2, SDRAM, etc.) • Troubleshooting Windows problem: virus, BSOD, worm etc. • Network setting on XP: TCP/IP, proxy setting etc. • Basic architecture: bus, master-slave, etc. • Troubleshooting devices and driver • Security: firewall, antivirus, spyware • Installation/re-installation /configuration of systems, printers, scanners and troubleshooting printer/scanner related issues • Perform proactive maintenance of peripherals for reduction of operational issues