



COMPUTER SYSTEMS TECHNICIAN (CST) QUALIFICATION INTERVIEW TEST GUIDE

WHY DO AT&T AND ITS AFFILIATES TEST?

At AT&T, we pride ourselves on matching the best jobs with the best people. To do this, we need to better understand your skills and abilities to make sure that you are indeed the right match for the job. Our ultimate goal is to set you up for success in your career at AT&T (that is, if AT&T is the right match for you). Research has shown that tests provide accurate measures of people's skills and abilities and, therefore, we use tests to identify people who are the best match for the job. Our philosophy is simple...if you succeed in your role, then we succeed as a company.

WHAT IS THE COMPUTER SYSTEMS TECHNICIAN (CST) QUALIFICATION INTERVIEW?

As the name indicates, this is an interview and not a test. Overall, the interview will assess your ability to interact with supervisors, customers and coworkers and to deal with problems that may arise on the job. The purpose of these questions is to evaluate your readiness to function as a Computer Systems Technician (CST).

The CST Qualification Interview is a panel interview. This means that two to four people will interview you. Generally, they will be managers from Information Services. The reason for having more than one person interviewing is to guarantee that your answers are accurately recorded.

The CST Qualification Interview takes approximately 45 to 60 minutes.

WHAT CAN I EXPECT TO SEE ON THE INTERVIEW?

During the interview you will be asked to describe how you would handle hypothetical situations. An example of a typical question is, "Suppose you have been assigned to train a new employee who asks a lot of questions and is having a hard time learning the job. You have a really tough workload. How would you make sure you got your work done and that this person learned the job?"

You will also be asked questions about how you have handled situations or solved problems in the past. An example of a typical question is, "Tell me about a time when you solved a problem in a way that particularly pleased a customer."

WHAT CAN I DO TO PREPARE FOR THE INTERVIEW?

At AT&T, our goal in testing is not to cause you to fail; rather, our intent is to set our employees up for success. Remember, we succeed when you succeed. Experience on the job is not essential to perform successfully in the interview. Although some situations refer to the Computer Systems Technician job, these situations are general. Therefore, specific experience in one industry is not required to effectively answer the interview questions.



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During the interview try to handle situations the way you think is best. There are no right or wrong answers to any question, what counts is how you approach the question, your reasoning in answering the question, and the application of knowledge and experience. Do not base your answer on how your supervisor or another person would do it.

HOW WILL THIS INTERVIEW BE ADMINISTERED?

A member of our Staffing team will provide you with the time and location for your testing session. Try to arrive at the location at least 15 minutes before your scheduled test time to give yourself time to relax before the test begins. You may want to bring a jacket or a sweater in case the temperature in the testing location is not to your liking. Feel free to ask questions before the test begins, and be sure you understand the format of the CST Qualification Interview.

WHAT CAN I DO TO PERFORM MY BEST ON THE INTERVIEW?

- ✓ Think about your background and experience before going to the interview, and be prepared to discuss them in detail
- ✓ Listen to the questions and be sure you understand exactly what is asked.
- ✓ Think through your answer before responding to each question.
- ✓ Answer questions directly and to the point – discuss only the facts needed to satisfy the question.

RETEST INTERVALS

If you do not qualify on the CST Qualification Interview, do not be discouraged. Perhaps, this would indicate that this position is really not the best match for you. Who knows – perhaps a better, more closely matched opportunity awaits you. If you feel strongly that this is the right position for you, then you may initially retest after six months. Subsequent retests are at one-year intervals. However, please note that test standards are periodically updated to reflect current abilities and skills required for our jobs. Therefore, it may be necessary to meet new test standards should they be introduced prior to your placement on the job.



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SUMMARY

When you succeed in your job, AT&T succeeds as a company! Successful completion of the CST Qualification Interview qualifies you for possible placement into jobs requiring this test. Additional testing may be required for certain positions. See job briefs in your area for additional testing requirements for titles you are interested in.

Thank you for your interest in starting (or expanding) your career at AT&T!

AT&T and its affiliates support and comply with the provisions of the Americans with Disabilities Act (ADA) and other Federal and State laws that specifically assist individuals with disabilities. If you have a limiting disability and need special testing arrangements, please ask your local Employment Office or Placement Bureau personnel for information about the testing accommodation process.