



TECHNICIAN VIRTUAL JOB TRYOUT (VJT-T) 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 them 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 TECHNICIAN VIRTUAL JOB TRYOUT (VJT-T)?

The VJT-T is a simulation based assessment, which provides a realistic job preview and an opportunity to tryout situations a Technician regularly encounters. The VJT-T is a multi-measurement assessment that includes job simulations and questions about you. The VJT-T consists of three sections described below. It is recommended to block 1 hour and 30 minutes to complete the VJT-T.

1. The first section assesses your ability to handle various challenging situations commonly faced by Technicians. This section includes two different exercises. In one exercise, you will be presented with a series of scenarios, each with four plausible responses. For each scenario, you will be asked to select your most likely and least likely response from the four responses provided. In the other exercise, you will be asked to troubleshoot a system issue by viewing a diagram of the system and answering questions based upon a set of specific rules presented in a troubleshooting guide. The entire first section will not be timed, but you should finish this section in approximately 45 minutes. This section does not allow you to skip questions or review your answers to previous questions.
2. The second section assesses your ability to apply technical knowledge and engage in basic problem solving to address issues similar to those Technicians must regularly solve. You will review procedural manuals and job aides presented in text form to determine the correct answer to each question. For this section, you will be asked to work as quickly and accurately as possible, while a clock keeps track of time taken. This section does not allow you to skip questions or review your answers to previous questions. The maximum time allowed for this section is 14 minutes.
3. The third section allows you to tell us about your prior work experience and share your preferred style and approach to work. This section is broken into two parts. In Part 1, you will tell us about your background and experiences. For Part 2, you will be asked to respond to a series of paired statements about your preferred work style by selecting the option that best describes you. This section does not allow you to skip questions or review your answers to previous questions. This section is untimed, but most people will finish in about 25 minutes.



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WHAT CAN I EXPECT TO SEE ON THE TEST?

Below are some sample questions from each test section:

TEST SECTION 1 SAMPLE QUESTIONS

Example A

You will:

- Address customer and coworker challenges
- Select your most likely and least likely response from the four responses provided

Technician Virtual Job Tryout®

Completing Your Route

You are at a customer's house to install his new services. Upon arrival, you notice that the customer is not in a good mood. He asks you to finish the job in 30 minutes, but based on what you see around the house, you know it will take at least twice that time.

Assuming all options are feasible, what would you be most and least likely to do?

Ask the customer what is going on and try to calm him down a little bit before starting the installation.

Least Do your work at a normal pace. It is inevitable that some customers will be impatient.

Explain to the customer that the installation will take longer than that and ask for his understanding. **Most**

Tell him you will try to get it done in 30 minutes and work as quickly as you can. If you aren't able to finish after 30 minutes, ask for an extension.

Help, Replay, Resume, Back, Next, Exit

Example B

You will:

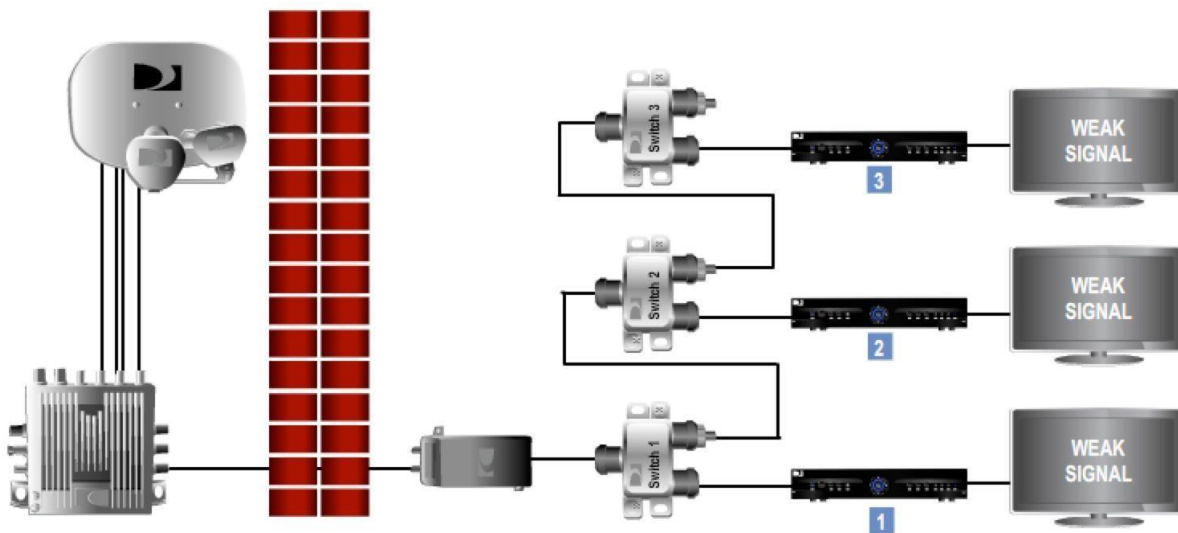
- Troubleshoot a variety of customer systems



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- Follow a set of specific rules to figure out what might be causing problems
- Be presented with a diagram that shows how a system is configured from the satellite dish to the various televisions. Note: there will be a variety of components that may or may not be functioning properly.
- Use a troubleshooting guide to determine which component parts (dish, adaptor, splitter, power supply, multiswitch, receiver, switch, and cable) are not working properly.

Below is an example of a diagram showing a system configuration. **NOTE: The troubleshooting guide you will use in the actual test is NOT shown here. During the test you will have an opportunity to review the troubleshooting guide and it remains on screen as you troubleshoot systems.**



For each of the troubleshooting problems there will be only one correct answer.

An example question is provided below.

After making a change to the customer's system, you retest and find that all three televisions are still getting a weak signal. Indicate which component is causing the problem.



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- A. Dish
- B. Multiswitch
- C. Power Supply D. Switch 1
- E. The Receivers
- F. Cable



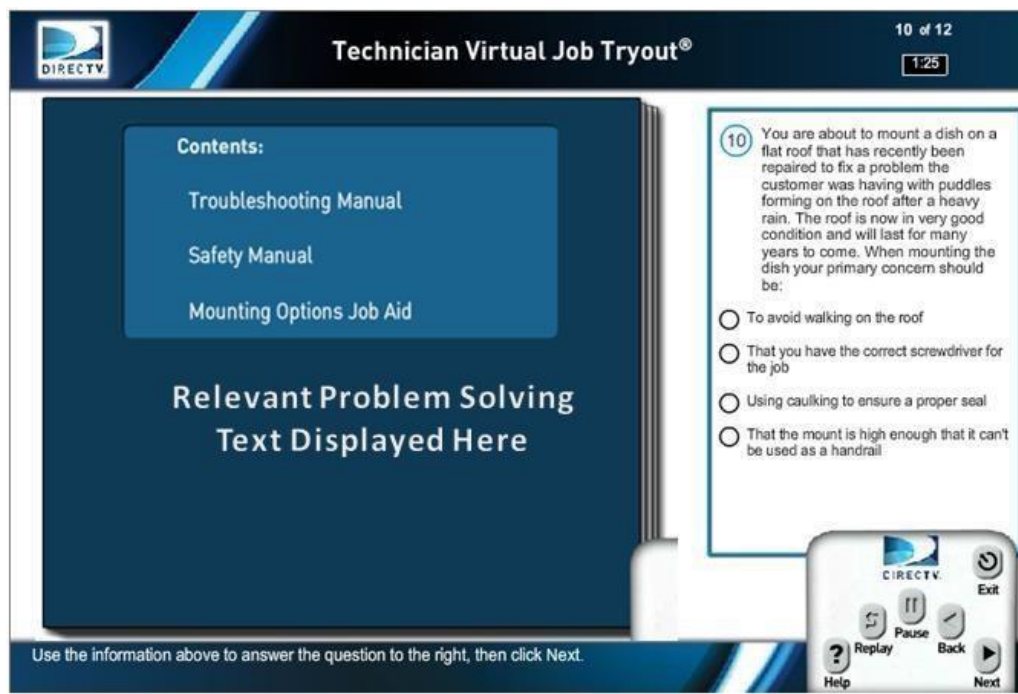
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TEST SECTION 2 SAMPLE QUESTIONS

You will:

- Use a variety of job aides or procedural manuals to answer job relevant technical questions

Example A:



TEST SECTION 3 SAMPLE QUESTIONS

Example A

Please select the option below that is most like you:

- A. I prefer a job in which I'm given some direction on how to carry out my work.
- B. I prefer a job in which I determine my own approach to completing my work.

Example A: Option A would be descriptive of someone who likes more direction on how to complete their work while Option B describes someone who would prefer to complete things their own way.



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Example B

How much experience do you have working in jobs that require mechanical knowledge?

- A. Less than 6 months
- B. Between 6 months and 1 year
- C. Between 1 and 3 years
- D. More than 3 years

Example B: If your previous job required mechanical knowledge and you worked there for 2.5 years, you would select option C.

WHAT CAN I DO TO PREPARE FOR THE TEST?

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. There are no specific materials you should study in order to prepare yourself. However, if you pay close attention to the instructions, you will increase your chances of performing well and demonstrating your suitability for the job.

HOW WILL THIS TEST BE ADMINISTERED?

This test is administered online, at a time and place that is determined by you. Please consider the following recommendations when taking this test.

- ✓ This test may be taken on a PC, Laptop, or Apple Computer.
- ✓ This test cannot be taken on a Tablet or Mobile Phone.
- ✓ Complete the test using a fast and reliable internet connection
- ✓ Choose a testing environment that has sufficient lighting and free from distractions.
- ✓ Complete the test in one sitting, from start to finish.
- ✓ Allow yourself more than enough time to complete the entire test. Although most test takers will finish earlier, it is recommended to block 1 hour and 30 minutes to complete the test.

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



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- ✓ Read questions carefully.
- ✓ Think through your answer before responding to each question.
- ✓ Think about your background and experiences.
- ✓ Immediately reject those answers you know are incorrect.
- ✓ Don't change your answers unless an obvious mistake has been detected.
- ✓ Be aware of the time and pace yourself accordingly.
- ✓ Don't over-think questions about yourself. You should go with your first reaction whenever possible.
- ✓ Answer questions about yourself accurately. Providing candid answers will ensure the best fit with the job.

RETEST INTERVALS

If you do not qualify on the VJT-T, 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 retest at six-month 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.

SUMMARY

When you succeed in your job, AT&T succeeds as a company! Successful completion of the VJT-T 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.