

Group based Assessment Center Activities for Technical Support Specialist

Instructions for using Template during the Interview

The purpose of this template is to provide a guide for using these Group Based Exercises during an Assessment Center for hiring new candidates.

It provides a structured approach to evaluating candidates based on their technical and behavioral competencies required for the role.

Please follow the instructions below to ensure a fair and consistent evaluation of each candidate.

1. **Review the Technical and Behavioral Competency Requirements for the Role:** Please refer to Section 1 to review the technical and behavioral competency requirements for the role. This will help you understand the key skills, knowledge, and behaviors that are essential for the candidate to possess to be successful in the role.
2. **Use the Group-Based Exercises as Assessment Center Activities:** Please refer to Section 2 & 3 of this template to understand the different group-based exercises that you can use to assess the candidates. Each exercise has been designed to evaluate specific competencies required for the role.
3. **Complete the Assessor Evaluation Form:** Please use the Assessor Evaluation Form provided towards the end of Section 2 & 3 to record your ratings and observations about the candidate during the specific assessment center activity. This form will help you capture your feedback on the candidate's performance during the exercises and their overall fit for the role.
4. **Maintain Objectivity and Fairness:** Please ensure that you remain objective and fair throughout the assessment process. Avoid making assumptions or



Template Collection

drawing conclusions based on factors that are not related to the candidate's performance. Also, ensure that you provide feedback based on the candidate's demonstrated behaviors rather than their personality or personal characteristics.

Section 1: Competencies Required For Technical Recruiter

Technical Competency Requirements:

- Demonstrates in-depth knowledge of computer hardware, software, and operating systems to diagnose and resolve technical issues efficiently.
- Applies IT security protocols and best practices to ensure the protection of company data.
- Utilizes remote desktop tools and support software to provide effective technical support.
- Manages and maintains IT infrastructure and systems to ensure they operate at optimal levels.
- Uses programming languages and coding practices to develop and improve systems.

Behavioral Competency Requirements:

- Communicates clearly and effectively with clients and team members to identify technical issues and provide solutions.
- Analyzes problems using critical thinking and strong problem-solving skills.
- Works independently or collaborates with the team to achieve team goals.
- Demonstrates strong attention to detail and accuracy in completing work.
- Proactively identifies and resolves technical issues to minimize downtime and ensure continuous operation.
- Multitasks and works efficiently in a fast-paced environment.
- Builds and maintains positive relationships with clients and team members.
- Learn new technologies and tools to improve technical knowledge and skills.

Section 2: First Group Based Exercise

Activity Description

Name of Group Based Exercise: "Technical Troubleshooting Challenge"

Objective: To assess the technical competency requirements and problem-solving skills of the participants.

Competencies that will be assessed:

- Demonstrates in-depth knowledge of computer hardware, software, and operating systems to diagnose and resolve technical issues efficiently.
- Utilizes remote desktop tools and support software to provide effective technical support.
- Proactively identifies and resolves technical issues to minimize downtime and ensure continuous operation.
- Multitasks and works efficiently in a fast-paced environment.
- Learns new technologies and tools to improve technical knowledge and skills.

Instructions for the assessor:

- Create a simulated technical issue scenario that can be replicated on a virtual machine or system.
- Prepare a set of troubleshooting steps that participants can take to resolve the issue.
- Evaluate the participants based on how quickly and effectively they can resolve the issue.
- Observe how well the participants utilize remote desktop tools and support software.
- Take note of their multitasking ability and efficiency in a fast-paced environment.
- Assess how well they learn and apply new technologies and tools to resolve the issue.

Instructions for the participants:

- You will be provided with a simulated technical issue scenario that can be replicated on a virtual machine or system.

- Your task is to diagnose and resolve the issue as quickly and efficiently as possible.
- Use the troubleshooting steps provided to you to resolve the issue.
- Utilize remote desktop tools and support software to provide technical support if necessary.
- Demonstrate your ability to multitask and work efficiently in a fast-paced environment.
- Apply your technical knowledge and skills to proactively identify and resolve technical issues.
- Learn and apply new technologies and tools to resolve the issue.

List of Job Aids that will be required to perform the activity:

- Virtual machine or system with a simulated technical issue scenario
- Troubleshooting steps
- Remote desktop tools and support software

Assessment Center Activity Assessor Evaluation Form

Participant Name:	
Assessor Name:	
Date:	

Instructions: Please provide ratings and observations based on the participant's performance during the assessment center activity. Use the rating scale below and provide specific examples to support your ratings.

Rating Scale:

- 1 = Below Expectations
- 2 = Meets Expectations
- 3 = Exceeds Expectations

<i>Competencies Assessed</i>	<i>Rating</i>	<i>Observations</i>
Demonstrates in-depth knowledge of computer hardware, software, and operating systems to diagnose and resolve technical issues efficiently.		
Learns new technologies and tools to improve technical knowledge and skills		
Multitasks and works efficiently in a fast-paced environment..		
Proactively identifies and resolves technical issues to minimize downtime and ensure continuous operation.		
Utilizes remote desktop tools and support software to provide effective technical support.		

Overall Assessment:

Based on the above criteria, please provide an overall assessment of the participant's performance during the assessment center activity.

Rating	
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Observations:

Please provide any additional comments or feedback about the participant's performance during the assessment center activity.



Additional Comments:

Signature	
Assessor	
Date	

Section 3: Second Group Based Exercise

Problem Solving Exercise

Name of Group Based Exercise: "Role-Play Communication Challenge"

Objective: To assess the behavioral competency requirements and communication skills of the participants.

Competencies that will be assessed:

- Communicates clearly and effectively with clients and team members to identify technical issues and provide solutions.
- Analyzes problems using critical thinking and strong problem-solving skills.
- Works independently or collaborates with the team to achieve team goals.
- Demonstrates strong attention to detail and accuracy in completing work.
- Builds and maintains positive relationships with clients and team members.
- Learn new technologies and tools to improve technical knowledge and skills.

Instructions for the assessor:

- Create a simulated customer service scenario where participants must communicate with a client to identify and resolve a technical issue.
- Observe how well the participants communicate with the client, analyze the problem, and provide a solution.
- Assess their critical thinking and problem-solving skills.
- Observe how well they work independently or collaborate with the team to achieve team goals.
- Evaluate their attention to detail and accuracy in completing work.
- Take note of how well they build and maintain positive relationships with clients and team members.
- Assess their willingness to learn new technologies and tools to improve technical knowledge and skills.

Instructions for the participants:

- You will be provided with a simulated customer service scenario where you must communicate with a client to identify and resolve a technical issue.
- Communicate clearly and effectively with the client to understand the problem and provide a solution.
- Analyze the problem using critical thinking and strong problem-solving skills.
- Work independently or collaborate with the team to achieve team goals.
- Demonstrate strong attention to detail and accuracy in completing work.
- Build and maintain positive relationships with clients and team members.
- Show a willingness to learn new technologies and tools to improve technical knowledge and skills.

List of Job Aids that will be required to perform the activity:

- Simulated customer service scenario
- Role-playing materials

Assessment Center Activity Assessor Evaluation Form

Participant Name:	
Assessor Name:	
Date:	

Instructions: Please provide ratings and observations based on the participant's performance during the assessment center activity. Use the rating scale below and provide specific examples to support your ratings.

Rating Scale:

- 1 = Below Expectations
- 2 = Meets Expectations
- 3 = Exceeds Expectations

<i>Competencies Assessed</i>	<i>Rating</i>	<i>Observations</i>
Communicates clearly and effectively with clients and team members to identify technical issues and provide solutions.		
Learns new technologies and tools to improve technical knowledge and skills.		
Builds and maintains positive relationships with clients and team members.		
Demonstrates strong attention to detail and accuracy in completing work.		
Works independently or collaborates with the team to achieve team goals.		
Analyzes problems using critical thinking and strong problem-solving skills.		

Overall Assessment:

Based on the above criteria, please provide an overall assessment of the participant's performance during the assessment center activity.

Rating	
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Observations:

Please provide any additional comments or feedback about the participant's performance during the assessment center activity.

Additional Comments:

Signature	
Assessor	
Date	