



# Technician Knowledge Test B

## *Field Operations*

### Test Preview

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#### **Prerequisite Skills and Abilities for Taking This Test**

This test is computer-administered under strict timed conditions. It may require the following: Sitting for more than 40 minutes, performing physical actions involved in reading information on a computer screen and using a computer mouse and/or keyboard (e.g., moving arms, wrists, hands, fingers, neck and head), and seeing and comprehending written material (e.g., numbers, words, graphics, phrases, directions for completing the test) on a computer screen.

If you need any test accommodations consistent with the Americans with Disabilities Act (ADA), please contact the Verizon Assessment & Selection team ([assessmentandselection@verizon.com](mailto:assessmentandselection@verizon.com)) prior to taking the test.

## ***Test Preview***

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The purpose of this **Test Preview** is to provide candidates with an overview of what to expect during the testing process. This is important because it helps candidates have an opportunity to do their best.

### ***What is the Technician Knowledge Test B?***

The Technician Knowledge Test B is a computer-administered test designed to measure overall knowledge, technical understanding, types of test equipment, and trouble shooting skills in the following five areas:

- Basic Hardware and Installation for Outside Plant
- Basic Safety Procedures
- Basic Electrical Principles and Test Equipment
- Bonding and Grounding Principles
- Basic Computer Knowledge

### ***Why use the Technician Knowledge Test B?***

The Technician Knowledge Test B allows Verizon to systematically evaluate each candidate based on the same set of requirements. This “common yardstick” provides a fair and systematic way of evaluating all candidates for a given position.

The use of validated, job-related employment tests is one way Verizon ensures that all individuals are selected based on the requirements of the job and not based on unrelated factors such as race, color, age, religion, gender, national origin, veteran status, or disability. All employees are selected based on how well they meet the requirements of the job.

## ***What is the test procedure?***

The test is computer-administrated. You will be given 45 minutes to answer the 40 multiple-choice questions.

## ***How to prepare for the Technician Knowledge Test B***

- Studying books on telecommunications, electricity and electronics. These books are available in libraries and bookstores.
- Solving practice items published in electricity and electronics textbooks and electronics skills workbooks. Such textbooks and workbooks are available in libraries and bookstores.
- Taking courses in telecommunications, basic electricity or electronics at a community college or vocational-technical school.
- Taking formal or self-study training courses in electricity and electronics, telecommunications/telephony, and computers offered through your work organization.
- Observing the performance of others who work with electronics, discussing problems with them, and asking questions.

## ***Doing your best on Verizon tests***

### **Feeling Well**

Candidates who are not feeling well before the test begins, or candidates who have a reason to believe that they will not be able to do their best on the test, are responsible for notifying their Human Resources Representative to schedule a new test date. Once a test starts it must be scored, and the standard re-test period must expire before the test can be retaken. The retest interval is 6 months after the first time the test is taken, and 12 months after each additional time.

## **Be Rested and Ready**

Candidates should get a good night's sleep before the test. This will help them stay alert during the test.

## **Understand the Test Instructions**

Be sure that you understand the test instructions before beginning the test.

## **SAMPLE QUESTIONS**

1. In residential areas, buried services are normally placed at depths of \_\_\_\_\_, unless a local zoning ordinance specifies otherwise.
  - A. 6-12 inches
  - B. 12-18 inches
  - C. 18-24 inches
  - D. 24-36 inches

The correct answer is B.

2. A telephone service technician should use traffic cones:
  - A. Only when there is heavy traffic.
  - B. When there are children on site.
  - C. Only when he/she needs to block a street.
  - D. When parking his/her vehicle at a public area work site.

The correct answer is D.

3. Which of the following is the best conductor of electricity?

- A. Aluminum
- B. Copper
- C. Brass
- D. Silver

The correct answer is D.