

# Technical Support Certification Tests

## Credential Source

<b>Name</b>	Brainbench
<b>Website</b>	<a href="http://www.brainbench.com">http://www.brainbench.com</a>
<b>Contact Information</b>	SHL <a href="mailto:premiumservice@shl.com">premiumservice@shl.com</a>  Rodney Boze 800.899.7451 <a href="mailto:rodney.boze@SHL.com">rodney.boze@SHL.com</a>

## Credential Contractor

<b>Name</b>	SHL
<b>Contact Information</b>	

## Test Administration

<b>Test Site</b>	School: Online School: Paper/Pencil
<b>Can the instructor take this test?</b>	Yes
<b>Details</b>	Pass any <b>one</b> test in this category to obtain this certification. Example tests include: <ul style="list-style-type: none"><li>• <a href="#">Computer Technical Support</a></li><li>• <a href="#">Network Technical Support</a></li><li>• <a href="#">Technical Help Desk (Microsoft)</a></li></ul> <a href="https://brainbench.com/testcenter/subcatresult/category3/Information-Technology/Systems-and-Network-Administration/Network-Administration/9/22/24">https://brainbench.com/testcenter/subcatresult/category3/Information-Technology/Systems-and-Network-Administration/Network-Administration/9/22/24</a>
<b>Number of Test Items</b>	30
<b>Time Allowed</b>	90 minutes
<b>Passing Score</b>	See below
<b>Cost</b>	\$49.95 First time \$19.95 Retake
<b>Additional Information</b>	<ul style="list-style-type: none"><li>• Brainbench tests are delivered as Computer Adaptive Tests (CATs).</li><li>• Brainbench Certifications are measured on a scale of 1 to 5, with 5 being the maximum score. A score of 2.75 or higher is required for certification by Brainbench, with a score of 4.0 or higher required to be certified at the Master level.</li></ul> Scoring: 1.00 - 1.50 Novice 1.51 - 2.50 Basic 2.51 - 3.50 Proficient 3.51 - 4.50 Advanced
<b>Accommodations</b>	<b>Students with disabilities</b>

	<ul style="list-style-type: none"><li>• Multiple test sessions</li><li>• Planned breaks during test</li></ul> <b>English Learners</b> <ul style="list-style-type: none"><li>• None</li></ul>
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**Possible Preparatory Courses**

- Computer Network Software Operations (6650/36 weeks)
- Computer Network Software Operations, Advanced (6651/36 weeks)
- Computer Networking Hardware Operations I (8542/18 weeks, 70 hours)
- Computer Networking Hardware Operations II (8543/18 weeks, 70 hours)
- Computer Networking Hardware Operations III (8544/18 weeks, 70 hours)
- Computer Networking Hardware Operations IV (8545/18 weeks, 70 hours)
- Computer Systems Technology I (8622/36 weeks, 140 hours)
- Computer Systems Technology II (8623/36 weeks, 280 hours)
- Cybersecurity Software Operations (6304/36 weeks)
- Cybersecurity Software Operations, Advanced (6306/36 weeks)
- Cybersecurity Systems Technology (8628/36 weeks, 140 hours)
- Cybersecurity Systems Technology, Advanced (8629/36 weeks, 280 hours)