

Directions: Please answer questions 11 through 13 using an Essay Format. You may use as much space as needed. Please return your answers in a PDF file format.

[YOUR NAME] Field Service Specialist PDF

1. If a volume of natural gas is compressed, what will be the effect on its temperature?

No Effect

Temperature Increase

Temperature Decrease

2. How would you convert a standard 4-20mA instrument signal to a 1-5 Volt signal?

250 OHM Resistor

PNP Transistor

Diode

100 Microfarad

Capacitor

3. How many octets are in an IP address?

4

8

13

16

4. What is the mass, or weight, of a substance per unit of volume?

Condensate

Viscosity

Ordinate

Density

5. What is the continuous sequence of steps, or operating cycle, performed by a PLC processor is known as?

- Updating
- Rectifying
- Scanning
- Polling

6. Which of the following flow meter types does not operate on the principle of differential pressure developed across a flow restriction?

- Pilot Tube
- Elbow
- Coriolis
- Venturi

7. How many years of experience do you have in a "call center" or 'helpdesk' type environment?

- Less than 1 yr.
- 1 - 2 yrs.
- 3 - 5 yrs.
- 6+ yrs.

8. How many years of experience do you have troubleshooting TECHNICAL ISSUES with customers?

- Less than 1 yr.
- 1 - 2 yrs.
- 3 - 5 yrs.
- 6+ yrs.

9. How many years of experience do you have documenting phone calls in a helpdesk type software?

Less than 1 yr.

1 - 2 yrs.

3 - 5 yrs.

6+ yrs.

10. How many years of experience do you have corresponding with customers by email?

Less than 1 yr.

1 - 2 yrs.

3 - 5 yrs.

6+ yrs.

11. What have you done to improve your technical support knowledge in the last year?

12. What steps would you take to solve a technical problem?

13. What are your minimum salary requirements?