

Maintenance Technician Guide

PSP Metrics uses a whole-person approach to identify candidates who will be successful Maintenance Technicians, across critical roles and industries.

Manufacturing

- Instrumentation Technician
- Electrical Technician
- Equipment Repair Technician

Construction

- Electrical Maintenance
- Equipment Maintenance Technician
- HVAC Technician

Energy & Utilities

- Wind Turbine Technician
- Solar Technician
- Solar Panel Installer

The candidate experience begins with a short job preview to help candidates decide if the role fits what they're looking for and help you avoid costly, early turnover.

Responsibilities

Use tools and testing equipment to find and fix problems.
Replace worn parts or wiring.
Read diagrams and follow safety procedures.
Do regular checks and maintenance

Challenges

Working in tight spaces and high places.
Doing physical work like lifting, carrying, and climbing.
Handling urgent repairs when time is limited.
Learning and using new tools and equipment.
Staying alert and safe in risky situations.

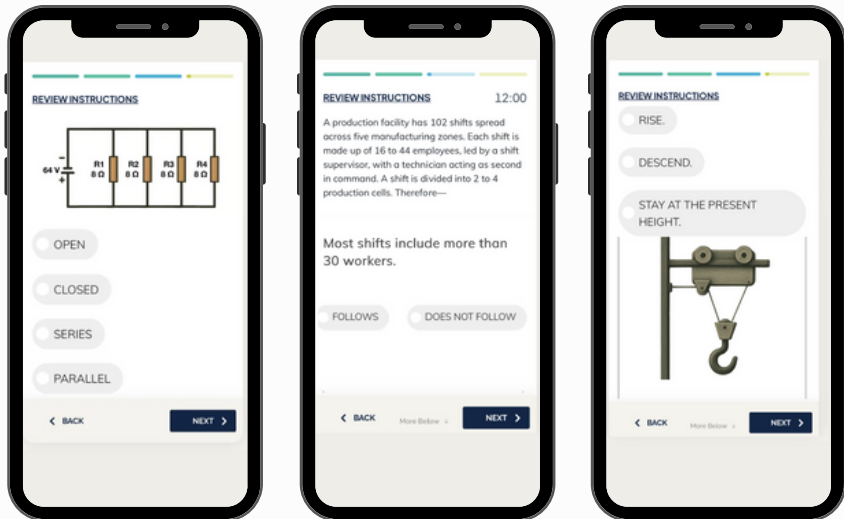
Rewards

Solve real problems and make a difference.
Learn useful, hands-on skills.
Grow your career in a stable field.
Work that's respected and people count on.



Maintenance Technician: Candidate Experience

Work Knowledge, Skills, & Abilities

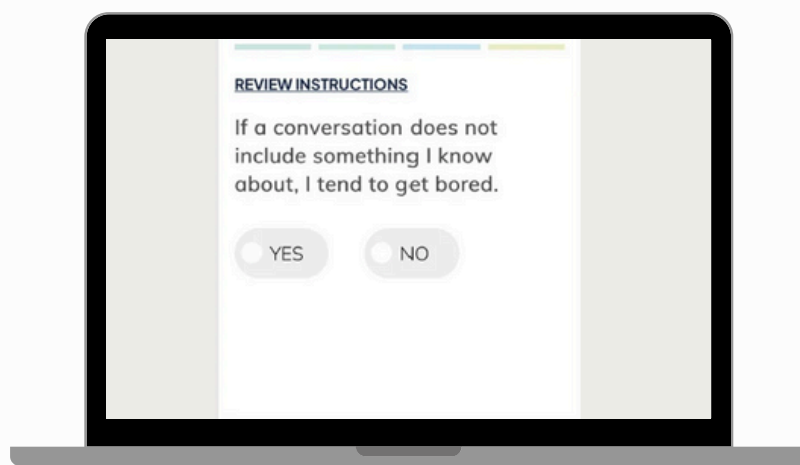


Mechanical Knowledge: Understanding and applying mechanical principles.

Electrical Knowledge: Understanding electrical systems, concepts, and safety.

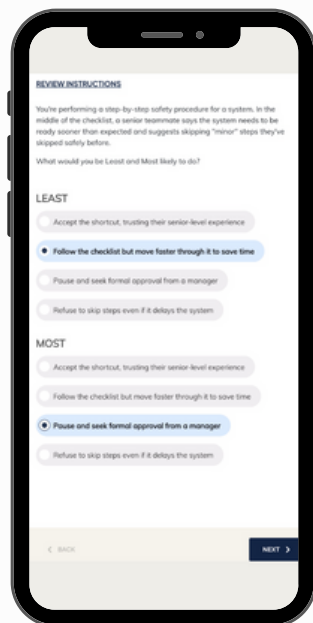
Logical Reasoning: Analyzing information to identify patterns and draw conclusions.

Work Behaviors



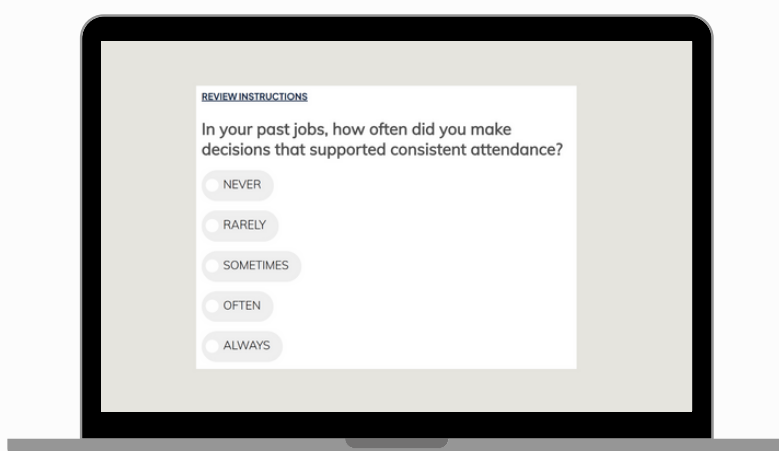
Core Behavioral Tendencies: Resilience, Cooperation, Analytical Orientation, Positive Attitude, Discipline, Assertiveness, and Frustration Tolerance.

Work Situations



Situational Judgment: Evaluating challenging scenarios involving Safety Compliance, Problem Solving, and Decision Making.

Work History



Safety Behaviors: Consistently following workplace safety policies.

Past Performance*: Demonstrated history of strong job performance.

Professional Reliability: Dependable attendance and schedule adherence.

Career Stability: Consistent employment with low tenure risk.

Maintenance Technician: Deep Talent Insights

Overall Fit PRINT

Overall Fit **AVERAGE**

Indicates an overall likelihood of success on the job. Can be used to prioritize candidates and is NOT an average of the Competency Fit results.



Career Stability **STRONG**

Demonstrates consistent employment history and low tenure risk.



Professional Reliability **STRONG**

Demonstrates dependable attendance and adherence to work schedules.



They are goal-oriented and self-directed. Typically, they seek all of the information before making a decision or taking action. They want to analyze and understand the why behind things. They can lead or follow, but in either situation, they will likely speak up so others can hear their opinion. They stay calm and focused, even when things get stressful. Feedback is accepted when it's given, but they may not always seek it out. They like to do things their own way and may come across as less approachable. This may interfere with the quality of relationships with their coworkers. Sometimes they question others' motives. They can be skeptical or overly critical.

Mechanical concepts are well understood, and they apply that knowledge to solve technical problems effectively. They are still developing their understanding of electrical systems and may need additional training or experience. They may struggle to sort through information and reach logical conclusions in unfamiliar or complex scenarios.

Decisions that align with a focus on safety in workplace scenarios are consistently made. When presented with complex situations, they demonstrate a consistent ability to identify effective solutions and make sound decisions. They make timely and effective decisions in high-pressure situations.

Competency insights on job-specific areas to understand candidate strengths and opportunity areas to probe.

Roll-up scores help you quickly identify candidates with a higher likelihood to succeed.

Competency Fit PRINT

Provides insight into job-specific areas for further exploration, as needed.

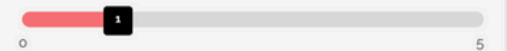
Technical Aptitude **AVERAGE**

Applies basic mechanical and electrical knowledge, along with systems thinking, to job demands.



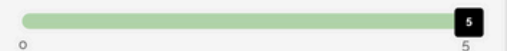
Electrical Knowledge **WEAK**

Understanding of electrical concepts, systems, and safety practices.



Mechanical Knowledge **STRONG**

Ability to understand and apply mechanical concepts and principles.



Problem Solving **WEAK**

Uses data and critical thinking to adapt to change, solve problems, make sound decisions, and drive high performance.



Safety **STRONG**

Follows safety policies, maintains safe work practices, and addresses risks proactively.



Collaboration **WEAK**

Works well with others toward goals; accepts feedback, stays positive, and supports teamwork under pressure.



Interview Guide PRINT

Use the questions to learn more about job-specific areas, as needed. Compare candidate responses to the indicators to evaluate.

Technical Aptitude **AVERAGE**

Applies basic mechanical and electrical knowledge, along with systems thinking, to job demands.



Questions

1. Give an example of using your mechanical skills to solve a work-related problem. What was the challenge and your approach?
2. What is the function of a step up transformer?

ANSWER: Increases voltage in the secondary unit.

Notes:

Negative Indicators

- ⊖ Struggles to apply mechanical or electrical knowledge; gives vague or incorrect explanations.
- ⊖ Focuses on isolated components without understanding system-wide interactions.
- ⊖ Shows little initiative to learn or adapt; avoids new tools, technologies, or skill growth.

Positive Indicators

- + Confidently applies mechanical and electrical knowledge to solve problems and improve systems.
- + Thinks systemically, understanding how components interact and impact overall performance.
- + Shows initiative in learning, adapting, and continuously improving technical skills.

Rating

Ineffective

Minimally Effective

Effective

Highly Effective

Exceptional

Job-related interview questions to learn more about specific competencies.

Candidate responses are compared to indicators, allowing you to make consistent, objective ratings, across candidates.

Maintenance Technician: Workforce Upskilling

Drive targeted upskilling and professional development for your new hires or existing workforce. Results provide actionable feedback for leveraging strengths and improving opportunity areas.

Development Insights

PRINT

Based on the assessment, results are categorized along with tips for leveraging strengths and improving in opportunity areas.

Work Behaviors

Discipline **DEVELOPING STRENGTH**

Generally speaking, will follow rules, meet the expected standards, and be dependable.

Tips:

- **Set Daily Checkpoints:** Choose one task to complete before lunch and one before the end of the day. This helps build routine without feeling rigid.
- **Use Simple Checklists:** Write down the key steps for your tasks. Checking them off helps you stay organized and avoid missing details.

Analytical Orientation **DEVELOPING STRENGTH**

Likes to learn, but will take action without all of the information. Balances analysis with action.

Tips:

- **Pause for One Key Question:** Before jumping into a task, ask yourself: "What are the goals and the potential issues I might run into?" This balances action with thoughtful analysis.
- **Debrief After Action:** After completing a task, take a moment to reflect on what worked and what didn't. This builds analytical habits over time and keeps you in the moment.

Work Knowledge, Skills, & Abilities

Mechanical Knowledge **TOP STRENGTH**

Mechanical concepts are well understood and applied to solve technical problems effectively.

Tips:

- **Teach What You Know:** Volunteer to explain mechanical concepts to those who need help when the opportunity presents itself. Teaching reinforces your understanding and helps others grow.
- **Solve a New Problem Weekly:** Choose one unfamiliar mechanical issue each week and research how to solve it. This keeps your skills sharp and adaptable.

Electrical Knowledge **OPPORTUNITY**

Still developing an understanding of electrical systems and may need additional training or experience.

Tips:

- **Use Visual Learning Tools:** Look for diagrams, videos, or interactive tutorials that explain electrical concepts. Visual aids can make complex ideas easier to understand and apply on the job.
- **Shadow an Expert:** Spend time observing a skilled person during electrical tasks. Ask questions and take notes to reinforce learning.

Work Situations

Safety **DEVELOPING STRENGTH**

Decisions with safety in mind are generally made, though judgment may vary depending on the context of the situation.

Tips:

- **Use a Pre-Task Safety Checklist:** Before starting a job, review hazards, PPE, and emergency procedures.
- **Pause for Risk Assessment:** When something changes, take 30 seconds to ask: "Is this still safe?" This improves situational awareness.