

2026 SE Titles and Testing Matrix Effective 8/1/2026

Title	Test	Required
Accounting Assistant	None	
Accounting Specialist	None	
Circuit Layout Assigner	CLAT	X
Claims Specialist	CCVJT	X
Collections Representative (Non-Consumer)	CCVJT & CSA Core/Service & Collections / OPI*	X
Communications Assistant	None	
Communications Sales Specialist	CCVJT, CSA Core/Service & Sales (excluding AEG Sales & Service externals) & CSA-AEG Core/Service & Sales (AEG Sales & Service externals only)	X
Communications Technician	CSA-AEG Core/Service* & TKT II / CSA Core/Service	X
Computer Attendant	None	
Customer Service Assistant	CCVJT / OPI	X
Customer Service Associate	CCVJT / CSA Core/Service (excluding AEG Sales & Service externals), CSA AEG/Core Service & OPI*	X
Digital Technician	TMT III	X
Dispatch Assistant	None	
Drafting Assistant	NSA	X
Electronic Technician	TKT II	X
Engineering Assistant	NSA	X
Facilities Assignment Specialist	None	
Facility Technician	TMT III	X
Field Services Technician	None	
Heavy Equipment Operator	None	
Independent Company Assistant	None	
Line Translations Specialist	None	
Machine Operator	Machine Operator Pre-Employment Interview (External Only)	X
Maintenance Administrator	None	
Material Service Coordinator	None	
Multi-Media Technician	TKT II	X
Network Administration Assistant	None	
Network Analysis Specialist	None	
Network Assistant	None	
Network Attendant	None	
Network Translations Assistant	None	
Office Assistant	None	
Office Clerical Assistant	None	
Operator	OPI* (Bilingual candidates only - OPIc Spanish: Advanced Mid and above)	
Outside Plant Technician	TMT III	X
Payment Processing Assistant	None	
Processing Assistant	None	
Provisioning Specialist	None	
Sales Associate	CCVJT, CSA Core/Service & Sales (excluding AEG Sales & Service externals)* & CSA-AEG Core/Service & Sales (AEG Sales & Service externals only)* / OPI*	X
Sales Consultant	CCVJT, CSA Core/Service & Sales (excluding AEG Sales & Service externals)* & CSA-AEG Core/Service & Sales (AEG Sales & Service externals only)* / OPI*	X
Service Assistant	None	
Service Consultant	CCVJT / CSA Core/Service (excluding AEG Sales & Service externals)* & CSA-AEG Core/Service (AEG Sales & Service externals only)*	X
Service Representative	CCVJT / CSA Core/Service (Consumer Only)*	X
Services Technician	TMT III	X
Special Assistant	None	
Special Services Assistant	None	
Supplies Assistant	None	
Switching Equipment Technician	TKT II	X
Systems Specialist Technician	SSTKT	X
Systems Technician	TMT III	X
Testing Technician	TKT II	X
Utility Worker	None	
Wire Technician	PTA & PT VJT	X

Test Name	Abbreviation	Retest interval	Expiration
Call Center Virtual Job Tryout (CC-VJT)	CC VJT	6 months	None
Customer Service Assessment (CSA) Core/Service Module	CSA	6 months/1 year	None
Customer Service Assessment (CSA) Sales Module	CSA	6 months/1 year	None
Customer Service Assessment (CSA) Collections Module	CSA	6 months/1 year	None
Customer Service Assessment (CSA) Polish/Spanish Sales Version	CSA	6 months/1 year	None
Customer Service Assessment AT&T Entertainment Group Sales & Service (CSA-AEG) Core/Service Module	CSA-AEG	6 months/1 year	6 months
Customer Service Assessment AT&T Entertainment Group Sales & Service (CSA-AEG) Sales Module	CSA-AEG	6 months/1 year	6 months
Machine Operator Interview		6 months/1 year	6 months
Network Services Administration Test (NSA)	NSA	6 months/1 year	7 years
Oral Proficiency Interview (OPI)	OPI	6 months (effective 1/2/2018)	None (effective 1/2/2018)
Premises/Wire Technician Virtual Job Tryout (PT VJT)	PT VJT	6 months	None
Premises Technician Assessment (PTA)	PTA	6 months/1 year	6 months (external candidates)/None (internal candidates)
Systems Specialist Technician Knowledge Test (SSTKT)	SSTKT	6 months/1 year	7 years
Technical Knowledge Test II (TKT II)	TKT II	6 months	None
Technical Mechanical Test III (TMT III)	TMT III	6 months	None
Oral Proficiency Interview (OPI)	OPI	6 months (effective 1/2/2018)	None (effective 1/2/2018)

Note: *asterisk denotes may be required