

Service Technician Interview Questions

1. Share an experience in which you've successfully learned how to handle a new piece of equipment?
2. Tell me about your qualifications for and your experience handling vehicles and/or mechanized equipment.
3. What kind of experience do you have operating sewer cleaning equipment, including power rodders, high velocity water jets, sewer flushers, bucket machines, wayne balls, and vac-alls?
4. Name a time when you drove trucks to transport crews, materials, and equipment.
5. Tell me about a recent experience you've had working with your hands.
6. Tell me about an experience in which you analyzed information and evaluated results to choose the best solution to a problem.
7. Share an experience you had in dealing with a difficult person and how you handled the situation.
8. Share an experience in which your attention to detail and thoroughness had an impact on your last company.
9. Describe an experience when you communicated with supervisors and other workers, using equipment such as wireless phones, pagers, or radio telephones.
10. Tell me how you organize, plan, and prioritize your work.
11. What factors do you consider when ensuring that repaired sewer line joints are tightly sealed before backfilling begins?
12. Tell me about a time when you developed your own way of doing things or were self-motivated to finish an important task.
13. How do you balance cooperation with others and independent thinking? Share an example. (Try to determine if the candidate has a cooperative attitude or is otherwise good-natured.)
14. Share an experience when you applied new technology or information in your job. How did it help your

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company?

15. Share a time when you willingly took on additional responsibilities or challenges. How did you successfully meet all of the demands of these responsibilities? (Make sure the candidate is a self-starter and can demonstrate some initiative.)

16. Provide a time when you worked in a rapidly evolving workplace. How did you deal with the change? (Make sure the candidate is flexible.)

17. Describe methods you have found effective to install rotary knives on flexible cables mounted on machine reels, according to the diameters of pipes to be cleaned.

18. Walk me through how you would withdraw cables from pipes and examine them for evidence of mud, roots, grease, and other deposits indicating broken or clogged sewer lines.

19. Name a time when your creativity or alternative thinking solved a problem in your workplace.

20. Name a time when you cleaned and repaired septic tanks, sewer lines, or related structures such as manholes, culverts, and catch basins.

21. What is the most challenging part of locating problems, using specially designed equipment, and mark where digging must occur to reach damaged tanks or pipes?

22. Describe methods you have found useful to measure excavation sites, using plumbers' snakes, tapelines, or lengths of cutting heads within sewers, and mark areas for digging.

23. Describe methods you have found effective to cut damaged sections of pipe with cutters, remove broken sections from ditches, and replace pipe sections, using pipe sleeves.

24. Tell me about the last time you monitored or reviewed information and detected a problem. How did you respond?

25. Provide a time when you dealt calmly and effectively with a high-stress situation.

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26. Share an experience in which your diligence of inspecting equipment, structures, or materials helped you identify a problem or the cause of a problem.

27. Walk me through how you tap mainline sewers to install sewer saddles.

28. Describe an experience when you broke asphalt and other pavement so that pipes can be accessed, using airhammers, picks, and shovels.

29. Provide a time when you were able to identify a complex problem, evaluate the options, and implement a solution. How did the solution benefit your employer?

30. What have you found to be the best way to monitor the performance of your work and/or the work of others? Share a time when you had to take corrective action.

31. Provide an example of a time when you successfully organized a diverse group of people to accomplish a task.

32. Share an experience in which you conducted a test of a product, service, or process and successfully improved the quality or performance.

33. Tell me about your last experience doing repair work. How did you determine what tools you needed?

34. Provide an example of a time when you were able to demonstrate excellent listening skills. What was the situation and outcome?

35. Tell me about the last time you performed routine maintenance on equipment. How did you determine when and what type of work was needed?

36. Name a time when your advice to management led to an improvement in your company or otherwise helped your employer.

37. Share an experience in which your understanding of a current or upcoming problem helped your company to respond to the problem.

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38. Would you consider analyzing data or information a strength? How so?

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39. Provide an experience that demonstrates your ability to manage time effectively. What were the challenges and results?

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40. Describe a time when you were able to select the best tool to do a job. How did you use reasoning skills to make the best choice?

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