

Broadband Technician Interview Questions

1. Tell me about an experience in which you analyzed information and evaluated results to choose the best solution to a problem.

2. Tell me about your qualifications for and your experience handling vehicles and/or mechanized equipment.

3. Walk me through how you would inspect or test lines or cables, recording and analyzing test results, to assess transmission characteristics and locate faults or malfunctions.

4. What kind of experience do you have accessing specific areas to string lines or install terminal boxes, auxiliary equipment, or appliances, using bucket trucks, or by climbing poles or ladders, or entering tunnels, trenches, or crawl spaces?

5. What is the key to success when communicating with the public.

6. Share an experience you had in dealing with a difficult person and how you handled the situation.

7. Tell me about a recent experience you've had working with your hands.

8. Share an experience when you applied new technology or information in your job. How did it help your company?

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

10. Share an experience in which you've successfully learned how to handle a new piece of equipment?

11. How often do you travel to customers' premises to install, maintain, or repair audio and visual electronic reception equipment or accessories?

12. What have you found to be the best way to explain cable service to subscribers after installation and collect any installation fees that are due?

13. Share an example of when you went above and beyond the "call of duty". (Look for answers that show the candidate is dependable.)

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14. Name a time when you spliced cables, using hand tools, epoxy, or mechanical equipment.

15. Describe an experience when you set up service for customers, installing, connecting, testing, or adjusting equipment.

16. Share an experience in which your attention to detail and thoroughness had an impact on your last company.

17. Give me an example of when you thought outside of the box. How did it help your employer?

18. Provide an example when your ethics were tested.

19. What is the most challenging part of computing impedance of wires from poles to houses to determine additional resistance needed for reducing signals to desired levels?

20. Describe methods you have found effective to string cables between structures and lines from poles, towers, or trenches and pull lines to proper tension.

21. Share an experience in which you oversaw the assembly, fabrication, construction, maintenance, or modification of equipment. How did you communicate to the staff what you wanted?

22. Tell me about the last time you installed equipment such as amplifiers or repeaters to maintain the strength of communications transmissions.

23. Name a time when your patience was tested. How did you keep your emotions in check?

24. What kind of experience do you have laying underground cable directly in trenches or stringing it through conduits running through trenches?

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

26. Share a time when you willingly took on additional responsibilities or challenges. How did you

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successfully meet all of the demands of these responsibilities? (Make sure the candidate is a self-starter and can demonstrate some initiative.)

27. What are some long-range objectives that you developed in your last job? What did you do to achieve them?

28. Provide an experience in which you were sensitive to someone's needs or feelings. How did your helpfulness affect your work environment?

29. Share an example when you effectively used a variety of construction equipment to complete installations, such as digger derricks, trenchers, or cable plows.

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

31. Describe an experience in which you successfully controlled the operation of a difficult system. What made you successful?

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

33. Share an experience in which personal connections to coworkers or others helped you to be successful in your work. (Make sure candidate works well with others.)

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

35. Share an experience in which your willingness to lead or offer an opinion helped your company.

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

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

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

39. In your experience, what is the key to developing a good team? (Look for how they build mutual trust, respect, and cooperation.)

40. Describe an experience when you participated in the construction or removal of telecommunication towers or associated support structures.

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