

Technical Support Specialist Interview Questions

1. Describe a time when you successfully serviced, repaired, calibrated, or tested a device that operates mainly by electronic principles.

2. Describe methods you use to test faulty equipment to diagnose malfunctions, using test equipment or software, and applying knowledge of the functional operation of electronic units and systems.

3. Tell me how you examine work orders and converse with equipment operators to detect equipment problems and to ascertain whether mechanical or human errors contributed to the problems. Share an example.

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

5. Share an experience in which you successfully shared a difficult piece of information. (Make sure that the candidate has open lines of communication.)

6. Describe a time when you successfully serviced, repaired, or tested a machine or device that operates mainly by mechanical principles.

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

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

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

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

11. Share an example of a time you had to gather information from multiple sources. How did you determine which information was relevant?

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

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

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14. Walk me through how you determine feasibility of using standardized equipment or develop specifications for equipment required to perform additional functions.

15. What kind of experience do you have studying blueprints, schematics, manuals, or other specifications to determine installation procedures?

16. What is the most challenging part of inspecting components of industrial equipment for accurate assembly and installation or for defects, such as loose connections or frayed wires?

17. Tell me how you organize, plan, and prioritize your work.

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

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

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

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

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

23. Tell me about a time when you developed your own way of doing things or were self-motivated to finish an important task.

24. 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.)

25. 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.)

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26. 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?

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

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

29. Provide an example of when you were persistent in the face of obstacles.

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

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

32. What method have you found helpful to operate equipment to demonstrate proper use or to analyze malfunctions?

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

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

35. Walk me through how you would consult with customers, supervisors, or engineers to plan layout of equipment or to resolve problems in system operation or maintenance.

36. 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?

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

38. Share an experience in which you successfully installed a difficult piece of equipment. What made the

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situation so difficult?

39. 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.

40. Share an experience in which you successfully coordinated with others. How about a coordination effort that was not as successful?

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

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

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

44. 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.)

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

46. How would you rate your writing skills? (Ask for an example that demonstrates great writing skills.)

47. Please share an experience in which you successfully taught a difficult principle or concept. How were you able to be successful?

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

49. Describe a time when you successfully persuaded another person to change his/her way of thinking or behavior.

50. Share an experience in which you used new training skills, ideas, or a method to adapt to a new situation

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or improve an ongoing one. (Look for the candidate's ability to learn.)