

Field Service Technician Interview Questions

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

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

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

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

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

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

7. How do you stay fit in order to perform physical activities that are required in the workplace?

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

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

10. In your experience, what is the key to ensuring your company was compliant with all laws, regulations and standards that were applicable to your area of responsibility?

11. Share an effective approach to working with a large amount of information/data. How has your approach affected your company?

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

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

14. Share an example of a time you had to gather information from multiple sources. How did you determine

Field Service Technician Interview Questions

which information was relevant?

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

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

17. What is the state of your records of merchandise distributed and money collected? What is something you would like to improve?

18. Share an experience in which you effectively collected coins and bills from machines, prepared invoices, and settled accounts with concessionaires.

19. Provide an example when your ethics were tested.

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

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

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

23. 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.)

24. Share an experience in which you effectively adjusted machine pressure gauges and thermostats.

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

26. Provide an experience in which you identified a cause of a malfunction in a machine or meter and resolved it.

Field Service Technician Interview Questions

27. What is the state of your records of machine maintenance and repair? What is something you would like to improve?

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

29. Share your experience replacing malfunctioning parts.

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. Share an experience in which you tested machines and ensured proper functioning.

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

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

34. 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.)

35. Share your experience assembling and disassembling machines.

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

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

38. Share an example of when you established and accomplished a goal that was personally challenging. What helped you succeed?

39. Provide an experience in which you effectively installed machines.

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

Field Service Technician Interview Questions

41. Provide an experience in which you effectively adjusted and repaired machines. Describe the methods you use to repair machines.

42. 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.)

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

44. Describe an experience in which you identified the educational needs of your students and successfully developed a way to teach/train them.

45. Tell me about a time when you successfully determined the cause of an operating error at your company and solved the problem.

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

47. Provide an experience in which you cleaned and oiled machine parts.

48. Share an experience in which you successfully prepared repair cost estimates.

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

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

51. Name a time when you identified strengths and weaknesses of alternative solutions to problems. What was the impact?

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

Field Service Technician Interview Questions

53. Share an experience in which your ability to consider the costs or benefits of a potential action helped you choose the most appropriate action.

54. 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?

55. 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.

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

57. Provide an experience in which your ability to actively find ways to help people improved your company or your own work ethic.

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

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

60. Provide an example when you were able to prevent a problem because you foresaw the reaction of another person.

61. What is the most challenging part of budgeting for you?

62. Please share an experience in which you presented to a group. What was the situation and how did it go?

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

64. Please share with me an example of how you helped coach or mentor someone. What improvements did you see in the person's knowledge or skills?