

## Service Technician Interview Questions

1. Share an effective method you have used to converse with customers and determine equipment problems. Provide an experience.

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

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

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

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

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

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

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

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

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

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

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

13. Provide an experience in which you effectively reassembled a machine.

14. Share an example of when you went above and beyond the "call of duty". (Look for answers that show the

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candidate is dependable.)

15. Provide an example when your ethics were tested.

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

17. Share an experience in which you reinstalled software or adjusted settings on software to fix machine malfunctions.

18. Describe your experience advising customers on equipment operation, maintenance, and/or programming.

19. Provide an effective method you have used to ensure that new systems are in working order.

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

21. What is the state of your records of equipment maintenance and repair work? Name one thing you would like to improve.

22. Share an experience in which you maintained parts inventories and ordered additional parts when needed.

23. Share an experience in which you successfully installed and configured new equipment.

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

25. 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.)

26. Provide an experience in which you effectively kept equipment up to date.

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

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

29. 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.)

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

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

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

33. Provide an experience in which you repaired, adjusted, and/or replaced electrical and/or mechanical components and parts.

34. Share your experience testing components and/or circuits of faulty equipment to locate defects. What tools have you used?

35. Describe your experience aligning, adjusting, and calibrating equipment.

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

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

38. Share an effective method you have used to maintain machines' operating efficiency and/or to prevent breakdowns.

39. Describe the methods you have used to effectively determine machine settings or adjustments.

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40. Provide your experience entering information into computers to copy programs from one electronic component to another.

41. Share an experience in which you analyzed equipment performance records.

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

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

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

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

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

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

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

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

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

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

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

53. Provide an experience in which you trained a new repairer. What methods made you successful?

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54. Share your experience calibrating testing equipment.

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

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

57. 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?

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

59. 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?

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

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

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

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

64. 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.

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

67. 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?

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

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

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

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

72. 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?

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

74. Describe a time when you successfully provided personal assistance to a coworker or patron.

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

76. 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.)

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

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78. Describe a time when you successfully persuaded another person to change his/her way of thinking or behavior.
79. 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?