

Information Technology Technical Support Specialist (it Technical Support Specialist) Interview Questions

1. 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.
2. Tell me about some of your most recent computer programming projects.
3. Name a time when your advice to management led to an improvement in your company or otherwise helped your employer.
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. 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. 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?
12. Share an effective approach to working with a large amount of information/data. How has your approach affected your company?
13. Tell me about the last time you monitored or reviewed information and detected a problem. How did you respond?

Information Technology Technical Support Specialist (it Technical Support Specialist) Interview Questions

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

--

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

--

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

--

17. Provide an example of a project you worked on that demonstrates your programming abilities. What was your role in the project?

--

18. 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?

--

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

--

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

--

21. 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.)

--

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

--

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

--

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

--

25. Share an effective method you have used to maintain and administer computer networks and computing environments.

--

26. Describe a time when you successfully serviced, repaired, calibrated, or tested a device that operates mainly by electronic principles.
27. Provide an example of a time when you were able to demonstrate excellent listening skills. What was the situation and outcome?
28. Provide an example when your ethics were tested.
29. Describe a successful data backup and/or disaster recover operation you performed.
30. Name a time when your patience was tested. How did you keep your emotions in check?
31. Share an experience in which you conducted a test of a product, service, or process and successfully improved the quality or performance.
32. Describe an effective network security measure you planned, coordinated, and/or implemented.
33. Tell me about a network or system problem you resolved. How did you diagnose the problem?
34. What are some long-range objectives that you developed in your last job? What did you do to achieve them?
35. Share an experience in which you successfully configured and maintained email applications. How about virus protection software?
36. Share an experience in which your understanding of a current or upcoming problem helped your company to respond to the problem.
37. Tell me about your experience operating master consoles. Describe how you've used them to monitor the performance of computer systems and/or networks.
38. Provide a time when you dealt calmly and effectively with a high-stress situation.

39. Share an experience in which your diligence of inspecting equipment, structures, or materials helped you identify a problem or the cause of a problem.
40. 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.)
41. Provide an example of when you were persistent in the face of obstacles.
42. How would you rate your writing skills? (Ask for an example that demonstrates great writing skills.)
43. Share an example of when you established and accomplished a goal that was personally challenging. What helped you succeed?
44. Share an effective method you have used to determine when adjustments and changes need to be made in a network.
45. Describe computer hardware, networking software, and/or operating system software which you have designed.
46. Provide an experience that demonstrates your ability to manage time effectively. What were the challenges and results?
47. Provide an experience in which you helped a network user solve a difficult system problem.
48. How do you keep up-to-date with new technologies? Share an experience in which this knowledge benefited your company.
49. Tell me about the last time you performed routine maintenance on equipment. How did you determine when and what type of work was needed?
50. Describe an experience in which you successfully controlled the operation of a difficult system. What made you successful?

51. 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?
52. How do you determine the need for repair or replacement of equipment?
53. What is the state of your records? What is one thing you would like to improve in your records?
54. Share an experience in which you recommended a change which successfully improved a system. How did you determine the hardware or software requirements related to the change?
55. Describe a voice service you implemented and/or provided technical support for. Name a difficult problem you solved.
56. Provide an effective method you have used to identify customer needs. How do you use the information to effectively identify, predict, interpret, and evaluate system and network requirements?
57. Provide an example of a time when you successfully organized a diverse group of people to accomplish a task.
58. Share an experience in which you successfully coordinated with others. How about a coordination effort that was not as successful?
59. Name a time when your creativity or alternative thinking solved a problem in your workplace.
60. Share an experience in which you successfully trained people in computer use. What methods made you a good trainer?
61. Please share an experience in which you successfully taught a difficult principle or concept. How were you able to be successful?
62. Share an experience in which you used new training skills, ideas, or a method to adapt to a new situation or improve an ongoing one. (Look for the candidate's ability to learn.)

Information Technology Technical Support Specialist (it Technical Support Specialist) Interview Questions

63. Provide an experience in which you were sensitive to someone's needs or feelings. How did your helpfulness affect your work environment?
64. Provide a time when coordinating with vendors and/or company personnel helped you to effectively facilitate purchases.
65. Tell me about your last experience doing repair work. How did you determine what tools you needed?
66. Provide an example when you were able to prevent a problem because you foresaw the reaction of another person.
67. Describe an experience in which you identified the educational needs of your students and successfully developed a way to teach/train them.
68. Share an experience in which you were able to generate a new design or modify a current design to better serve the needs of your customers.
69. Tell me about a time when your ability to analyze needs and product requirements helped you create an effective design or make an informed decision to benefit your company.
70. In your experience, what is the key to developing a good team? (Look for how they build mutual trust, respect, and cooperation.)
71. Tell me about the last time you oversaw the work of someone else. How did you effectively motivate, develop, and direct the worker(s)?
72. Describe a time when you successfully persuaded another person to change his/her way of thinking or behavior.
73. Provide an experience in which your ability to actively find ways to help people improved your company or your own work ethic.
74. Share an experience in which your willingness to lead or offer an opinion helped your company.

Information Technology Technical Support Specialist (it Technical Support Specialist) Interview Questions

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

76. Describe an experience in which your ability to work well with others and reconcile differences helped your company or employer. (Make sure the candidate knows how to negotiate.)

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

78. 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?

79. 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.)

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