Technical Support Engineer Interview Questions

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

2. Share an experience in which you helped a user solve a difficult hardware or software operation problem.

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

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

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

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

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

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

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