

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?

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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.)