

Phone Technician Interview Questions

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

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

3. Walk me through how you would inspect or test lines or cables, recording and analyzing test results, to assess transmission characteristics and locate faults or malfunctions.

4. What kind of experience do you have accessing specific areas to string lines or install terminal boxes, auxiliary equipment, or appliances, using bucket trucks, or by climbing poles or ladders, or entering tunnels, trenches, or crawl spaces?

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

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

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

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

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

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

11. How often do you travel to customers' premises to install, maintain, or repair audio and visual electronic reception equipment or accessories?

12. What have you found to be the best way to explain cable service to subscribers after installation and collect any installation fees that are due?

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

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14. Name a time when you spliced cables, using hand tools, epoxy, or mechanical equipment.

15. Describe an experience when you set up service for customers, installing, connecting, testing, or adjusting equipment.

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

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

18. Provide an example when your ethics were tested.

19. What is the most challenging part of computing impedance of wires from poles to houses to determine additional resistance needed for reducing signals to desired levels?

20. Describe methods you have found effective to string cables between structures and lines from poles, towers, or trenches and pull lines to proper tension.