

Technical Support Engineer Interview Questions

1. Tell me about some of your most recent computer programming projects.

2. Share an experience in which you successfully improved the performance of existing software.

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

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

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

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

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

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

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

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

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

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

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

14. Provide an example of a project you worked on that demonstrates your programming abilities. What was

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your role in the project?

15. 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?

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

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

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

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

20. 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.

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

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

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

24. Tell me about software system testing and validation procedures, programming, or documentation with you developed.

25. 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.

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

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27. Share an experience in which conferring with others helped you in your work on a project.

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

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

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30. Describe methods you have used to design, develop, and/or modify software systems. How do you predict and measure outcome and consequences of design?

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