

## Service Technician Interview Questions

1. Describe a time when you successfully serviced, repaired, or tested a machine or device that operates mainly by mechanical principles.

2. What kind of experience do you have installing door frames, rails, steel rolling curtains, electronic-eye mechanisms, or electric door openers and closers, using power tools, hand tools, and electronic test equipment?

3. Walk me through how you would inspect job sites, assessing headroom, side room, or other conditions to determine appropriateness of door for a given location.

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

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

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

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

8. Describe a time when you successfully serviced, repaired, calibrated, or tested a device that operates mainly by electronic principles.

9. Name a time when you adjusted doors to open or close with the correct amount of effort or make simple adjustments to electric openers.

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

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

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

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

## Service Technician Interview Questions

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

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

16. What is the most challenging part of removing or disassembling defective automatic mechanical door closers, using hand tools?

17. Tell me about your last experience doing repair work. How did you determine what tools you needed?

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

19. Walk me through how you study blueprints and schematic diagrams to determine appropriate methods of installing or repairing automated door openers.

20. Share an experience in which you conducted a test of a product, service, or process and successfully improved the quality or performance.

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

22. Name a time when your patience was tested. How did you keep your emotions in check?

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

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

25. Provide a time when you dealt calmly and effectively with a high-stress situation.

26. Provide an example of when you were persistent in the face of obstacles.

## Service Technician Interview Questions

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

28. Share an example of when you established and accomplished a goal that was personally challenging. What helped you succeed?

29. What kind of experience do you have operating lifts, winches, or chain falls to move heavy curtain doors?

30. Share an experience in which you successfully coordinated with others. How about a coordination effort that was not as successful?