

Support Technician Interview Questions

1. Share an experience you had in dealing with a difficult person and how you handled the situation.
2. Tell me how you organize, plan, and prioritize your work.
3. Share an experience in which your attention to detail and thoroughness had an impact on your last company.
4. What is the state of your records of materials filed and removed? What is something you would like to improve?
5. Share an effective approach to working with a large amount of information/data. How has your approach affected your company?
6. Share an experience in which you successfully performed general office duties.
7. Share an experience in which you successfully shared a difficult piece of information. (Make sure that the candidate has open lines of communication.)
8. Share an experience in which you gathered materials to be filed from other employees.
9. Provide an effective method you have used to track materials and ensure that borrowed files are returned.
10. Tell me about a time when you developed your own way of doing things or were self-motivated to finish an important task.
11. Share an example of when you went above and beyond the "call of duty". (Look for answers that show the candidate is dependable.)
12. Provide your experience retrieving information from files in response to requests from users.
13. Share an example of a time you had to gather information from multiple sources. How did you determine which information was relevant?
14. Share an experience in which you determined how and where to file incoming materials.

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15. Provide an example when your ethics were tested.
16. How do you balance cooperation with others and independent thinking? Share an example. (Try to determine if the candidate has a cooperative attitude or is otherwise good-natured.)
17. Share an experience when you applied new technology or information in your job. How did it help your company?
18. Share a time when you willingly took on additional responsibilities or challenges. How did you successfully meet all of the demands of these responsibilities? (Make sure the candidate is a self-starter and can demonstrate some initiative.)
19. Tell me about a modification you made to a filing system which improved its usefulness.
20. Share an effective method you have used to ensure correct placement, legibility, and proper condition of materials and files.
21. Tell me about a recent experience you've had working with your hands.
22. Name a time when your creativity or alternative thinking solved a problem in your workplace.
23. Provide an experience in which you were sensitive to someone's needs or feelings. How did your helpfulness affect your work environment?
24. Provide an experience in which you effectively eliminated outdated or unnecessary materials.
25. Provide an example of a time when you were able to demonstrate excellent listening skills. What was the situation and outcome?
26. Describe your experience operating mechanized files.
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.)

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28. Name a time when your patience was tested. How did you keep your emotions in check?
29. Provide an example of when you were persistent in the face of obstacles.
30. Tell me about an effective form which you designed related to a filing system.