Technical Support Specialist Interview Questions

1. What kind of experience do you have designing or preparing graphic representations of Geographic Information Systems (GIS) data, using GIS hardware or software applications?

2. Describe methods you have found effective to analyze Geographic Information Systems (GIS) data to identify spatial relationships or display results of analyses, using maps, graphs, or tabular data.

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

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

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

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

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

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

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

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

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

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

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

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14. 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.)

15. Provide an example when your ethics were tested.

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

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

18. Walk me through how to enter data into Geographic Information Systems (GIS) databases, using techniques such as coordinate geometry, keyboard entry of tabular data, manual digitizing of maps, scanning or automatic conversion to vectors, or conversion of other sources of digital data.

19. Describe an experience when you performed geospatial data building, modeling, or analysis, using advanced spatial analysis, data manipulation, or cartography software.

20. How would you review existing or incoming data for currency, accuracy, usefulness, quality, or completeness of documentation?

21. What kind of experience do you have designing or coordinating the development of integrated Geographic Information Systems (GIS) spatial or non-spatial databases? Share an example.

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

23. What is the most challenging part of providing technical support to users or clients regarding the maintenance, development, or operation of Geographic Information Systems (GIS) databases, equipment, or applications?

24. What is your approach to interpret aerial or ortho photographs?

25. Share an experience in which your understanding of a current or upcoming problem helped your company to respond to the problem.

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26. How would you rate your writing skills? (Ask for an example that demonstrates great writing skills.)
27. Provide an example of a time when you were able to demonstrate excellent listening skills. What was the situation and outcome?
28. 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.)
29. Share an example of when you established and accomplished a goal that was personally challenging. What helped you succeed?
30. Name a time when you conferred with users to analyze, configure, or troubleshoot applications.