

## Field Service Technician Interview Questions

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

2. Share an experience in which you effectively used your knowledge to solve a difficult robotic system problem.

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

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

7. Share an experience in which you oversaw the assembly, fabrication, construction, maintenance, or modification of equipment. How did you communicate to the staff what you wanted?

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

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

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

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

12. In your experience, what is the key to ensuring your company was compliant with all laws, regulations and standards that were applicable to your area of responsibility?

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

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

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

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

17. Tell me about the last time you performed routine maintenance on equipment. How did you determine when and what type of work was needed?

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

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

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

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

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

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

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

25. How do you stay fit in order to perform physical activities that are required in the workplace?

26. Share an example of when you went above and beyond the "call of duty". (Look for answers that show the

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candidate is dependable.)

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

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

29. Describe an experience in which you identified the educational needs of your students and successfully developed a way to teach/train them.

30. Provide an example when your ethics were tested.