

Computer Help Desk Technician Interview Questions And Answers Guide.



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Computer Help Desk Technician Job Interview Preparation Guide.

Question # 1

Tell me a difficult situation you have overcome in the workplace?

Answer:-

Conflict resolution, problem solving, communication and coping under pressure are transferable skills desired by many employers At Computer Help Desk Technician.

Answering this question right can help you demonstrate all of these traits.

* Use real-life examples from your previous roles that you are comfortable explaining

* Choose an example that demonstrates the role you played in resolving the situation clearly

* Remain professional at all times - you need to demonstrate that you can keep a cool head and know how to communicate with people

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Question # 2

Tell me about a time when you had to make a decision without all the information you needed. How did you handle it At Computer Help Desk Technician? Why? Were you happy with the outcome?

Answer:-

In many scenarios, you will not have all the information needed. The key is to make the best possible decision based on what you deem to be a sufficient amount of information.

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Question # 3

What do you expect from this job At Computer Help Desk Technician?

Answer:-

Talk about the potential career development, your career aspirations, your work relationships and the learning you'll receive.

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Question # 4

You notice there are too many non productive internal meetings being held, what do you do?

Answer:-

Reach out to your boss and let him know that first you value his leadership and organization but that you are being overwhelmed with the amount of non productive internal meetings.

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Question # 5

What makes you right for this position?

Answer:-

This question can be tricky because you need to show your worth At Computer Help Desk Technician without sounding cocky or arrogant. Research the business ahead of time and become familiar with its mission and values. Take the time to figure out how your personal qualities fit the needs of the business and use that fit to provide your answer.

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Question # 6

Do you have any blind spots?

Answer:-

This question is often meant to trick candidates since acknowledgment of blind spots would indicate they were aware of them. Also, do not disclose bad habits or



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other personal concerns. Let the interviewer find out about your personal flaws through the course of the interview without directly stating these flaws.

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Question # 7

Where do you see your career in five years At Computer Help Desk Technician?

Answer:-

I would like to retire from this company. I would like to make a difference in the company whether in the company or any other position or area of the company At Computer Help Desk Technician.

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Question # 8

Why do you think you'll do well at this job?

Answer:-

Provide several reasons including skills, experience and interest. If you can show how you've been successful in a similar career field or job position that will go along way to helping the interviewer believe you'll also be successful at this new job.

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Question # 9

Top 13 Situational Interview Questions At Computer Help Desk Technician:

Answer:-

Situational interviews At Computer Help Desk Technician are similar to behavioral interview questions - but they are focused on the future, and ask hypothetical questions, whereas behavioral interview questions look at the past.

The advantage is that employers can put all candidates in the same hypothetical situations, and compare their answers.

1. What would you do if you made a strong recommendation in a meeting, but your colleagues decided against it?
2. How would you handle it if your team resisted a new idea or policy you introduced?
3. How would you handle it if the priorities for a project you were working on were suddenly changed?
4. What would you do if the work of an employee you managed didn't meet expectations?
5. What would you do if an important task was not up to standard, but the deadline to complete it had passed?
6. What steps would you take to make an important decision on the job At Computer Help Desk Technician?
7. How would you handle a colleague you were unable to form a positive relationship with?
8. What would you do if you disagreed with the way a manager wanted you to handle a problem?
9. What would you do if you were assigned to work with a difficult client At Computer Help Desk Technician?
10. What would you do if you worked hard on a solution to a problem, and your solution was criticized by your team?
11. How would you handle working closely with a colleague who was very different from you?
12. You're working on a key project that you can't complete, because you're waiting on work from a colleague. What do you do?
13. You realize that an early mistake in a project is going to put you behind deadline. What do you do?

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Question # 10

What is more important to you money or success?

Answer:-

First ask yourself that question before the interview - what are your priorities? Are money and success actual one in the same goal for you? If not, what's more important based on how do you define success?

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Question # 11

What critical component of this position At Computer Help Desk Technician makes the work challenging?

Answer:-

Heading information: This should include job title, pay grade or range, reporting relationship (by position, not individual), hours or shifts, and the likelihood of overtime or weekend work.

Summary objective of the job: List the general responsibilities and descriptions of key tasks and their purpose, relationships with customers, coworkers, and others, and the results expected of incumbent employees.

Qualifications: State the education, experience, training, and technical skills necessary for entry into this job.

Special demands: This should include any extraordinary conditions applicable to the job At Computer Help Desk Technician (for example, heavy lifting, exposure to temperature extremes, prolonged standing, or travel).

Job duties and responsibilities: Only two features of job responsibility are important: identifying tasks that comprise about 90 to 95 percent of the work done and listing tasks in order of the time consumed (or, sometimes, in order of importance).

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Question # 12

Do you consider yourself successful?

Answer:-

You should always answer yes to this question. Briefly explain why without going on and on. If you communicate that you're more successful than you really are you may come off as arrogant or unrealistic. A goof explanation is that you have set professional goals and that you have met some of these goals and are on track to meet more in the near future.

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Question # 13



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How do you rate yourself in computer skills? Please describe the programs and software that you can use well?

Answer:-

Ideally you want to be able to type quickly, have the ability to effectively use Microsoft Office, and more importantly be able to quickly adapt to computer / technology skills. More and more it's become an integral part of work. If the job doesn't require technology skills - then this question shouldn't be asked!

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Question # 14

Why are you interested in working At Computer Help Desk Technician for [insert company name here]?

Answer:-

Bad Answer: They don't have a good reason, or provide a generic answer, "I think it represents a great opportunity."

Good answer: One that shows they've done research on the company, and are truly excited about specific things they can do at the job. This not only shows enthusiasm for the work and basic preparation skills, gives you clues about the cultural fit.

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Question # 15

How long do you want to work for us if we hire you?

Answer:-

Here being specific is probably not the best approach. You may consider responding, "I hope a very long time." Or "As long as we're both happy with my performance."

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Question # 16

Tell me about yourself?

Answer:-

There are some questions that your potential employer aren't allowed to ask (but trust me, they probably want to). For instance, they shouldn't really ask about your family or how far away you live from your potential place of employment. If you can find a way to answer these questions anyway (with the answers they want to hear), that will give them a little added info to help them make the (right) decision!

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Question # 17

What do you consider ethical spending on an expense account?

Answer:-

It depends on the role - but the better way to answer this is to ask the interviewer what their expectations are with regards to what the role can expense and then simply state that you'll stay within those parameters

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Question # 18

How do you propose to compensate for your lack of experience?

Answer:-

The first thing you should do is discuss experience you have the interviewer is unfamiliar with. Once that is detailed, tell the person conducting the interview that you are able to learn new tasks and information in a reasonable period of time and possess a strong work ethic. However, only state this if you can live up to these expectations.

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Question # 19

What are your greatest professional strengths At Computer Help Desk Technician?

Answer:-

When answering this question, we recommends being accurate (share your true strengths, not those you think the interviewer wants to hear); relevant (choose your strengths that are most targeted to this particular position At Computer Help Desk Technician); and specific (for example, instead of "people skills," choose "persuasive communication" or "relationship building"). Then, follow up with an example of how you've demonstrated these traits in a professional setting.

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Question # 20

When were you most satisfied in your job At Computer Help Desk Technician?

Answer:-

I'm a people person. I was always happiest and most satisfied when I was interacting with community residents, making sure I was able to meet their needs and giving them the best possible comfort in a tough situation. It was my favorite part of the job, and it showed. Part of the reason I'm interested in this job is that I know I'd have even more interaction with the public, on an even more critical level.

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Question # 21

Describe some problems you encountered in your most recent position At Computer Help Desk Technician and how you resolved them?

Answer:-



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Discuss your work experiences. The key is to show you're calm under pressure and can handle sensitive situations with a clear train of thought.

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Question # 22

If you could do it all over again, how would you plan your academic studies differently?

Answer:-

Whatever you do, just don't act bitter. A lot of times we wish we could change the past, but focus on the positive reasons and results of the decisions you already made.

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Question # 23

How do you adapt to new working environments At Computer Help Desk Technician?

Answer:-

It's important that you demonstrate that you can adapt to changing environments quickly. You want to stress that you can manage change. The one thing in life that is constant after all, is change.

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Question # 24

Why was there a gap in your employment At Computer Help Desk Technician?

Answer:-

If you were unemployed for a period of time, be direct and to the point about what you've been up to (and hopefully, that's a litany of impressive volunteer and other mind-enriching activities, like blogging or taking classes). Then, steer the conversation toward how you will do the job and contribute to the organization: "I decided to take a break at the time, but today I'm ready to contribute to this organization in the following ways."

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Question # 25

What are ideas or initiatives you've led and what was the outcome?

Answer:-

Describe your most unique ideas and initiatives that had the best results for the company. Make sure you highlight your creativity, your results, your diligence and your ability to execute.

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Question # 26

Have you ever mentored anyone before? If yes, describe the situation?

Answer:-

Describe a time where you've helped someone else. Mentor ships can be informal so as you've helped someone over a period of time that can certainly count. The key is to highlight how you utilized certain skills/attributes like coaching, teaching, patience, communication skills, and so forth to mentor that person.

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Question # 27

If selected for this position At Computer Help Desk Technician, can you describe your strategy for the first 90 days?

Answer:-

This depends on the job role. Make sure you break it down into

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Question # 28

How meticulous are you with details?

Answer:-

Being detailed is important for many types of job roles. Typically you want to highlight how you've done that in previous roles. Example: "Being meticulous is important to me. In my last job, I had to count the money in the register as a cashier to make sure it matched to the receipts down to the last penny." This was to ensure there wasn't any "wrongdoing" at the company by any of the cashiers and I was always accurate in my reports.

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Question # 29

How do you continue learning on a daily basis? Why is continuous improvement necessary At Computer Help Desk Technician?

Answer:-

You can learn on the job, through books and magazines, through social networks, blogs, seminars, mentors and so on. Continuous improvement is important because the one thing in life that is constant is change. And you have to continue to push yourself day in and day out to be the best.

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Question # 30

In what areas do you think you will need guidance?



Answer:-

Think about what you need to learn going into the job. Skill sets, industry knowledge, relationship building, team dynamics. Which areas are ones you're lacking?

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Question # 31

What have you done to reduce costs, increase revenue, or save time?

Answer:-

Even if your only experience is an internship, you have likely created or streamlined a process that has contributed to the earning potential or efficiency of the practice. Choose at least one suitable example and explain how you got the idea, how you implemented the plan, and the benefits to the practice.

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Question # 32

What do you think of your previous boss?

Answer:-

Do not belittle or talk badly of your last boss - it will come off as being petty. Instead, talk about the positive lessons you were able to learn from your last boss.

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Question # 33

Why do you want to join our company?

Answer:-

This is a question that is aimed at finding out whether you know enough about the company and the basic market. The best way to answer this question is to do some research on the company and highlight its positive points.

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Question # 34

Why are you the best fit for this job At Computer Help Desk Technician?

Answer:-

Analyze the job responsibilities and match those to your skills sets. Then discuss how your experience and skills sets can truly create the best impact to the company in that specific job role. Impact could mean marketing impressions, sales, cutting costs, making products more efficiently, creating better customer service, engineering new designs that create customer excitement, etc.

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Question # 35

How would you impact the company?

Answer:-

Consider first the role that you're applying for and then think of 3 ways where you could potentially impact the company's bottom line and top line. Then consider how you impact the company in a creative manner (how do you help productivity, the development of new products, marketing etc - of course this part is specific to the role you're applying for)

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Question # 36

Give me a few examples of how you're results oriented?

Answer:-

Make you give an example where you discuss details and metrics. For example, I was a tutor in my last job and mentored 5 students on their SAT test taking skills and raised their scores by 15% on average after a 3 month teaching stint.

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Question # 37

What are some of the things that you and your supervisor disagree upon and how do you resolve them? What do you do when you are pressed for a decision?

Answer:-

The key is that you openly communicate your thoughts to your supervisor to explain your position and try to come to a mutual decision together. Also be sure to listen to his/her thoughts so that you can potentially compromise. When you're pressed for a decision, make sure you've put thought into the reasons as to how you arrived at it and then decisively make it.

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Question # 38

How do you inspire others to be better?

Answer:-

First, the key to inspiring others it to first understand what their goals and objectives are. Once you understand what people want, you can inspire them with a vision that aligns to what they care about. People generally care about having purpose, being successful (and being recognized for it), contributing in a meaningful way, and financial rewards (to a degree) and much more. Then once you understand what people set as goals, you can inspire them through 1:1 pep talks, a presentation to multiple people and so forth.

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Question # 39

Why should I hire you At Computer Help Desk Technician?

Answer:-

To close the deal on a job offer, you **MUST** be prepared with a concise summary of the top reasons to choose you. Even if your interviewer doesn't ask one of these question in so many words, you should have an answer prepared and be looking for ways to communicate your top reasons throughout the interview process.

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Question # 40

How do you define arrogance? Are you arrogant?

Answer:-

Arrogance is having an attitude of superiority beyond reason. Confidence is believing in yourself without being cocky. You should not be arrogant.

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Question # 41

What have you done to prepare yourself to be a supervisor?

Answer:-

1. Learn from current supervisors (best practices)
2. Mentor others
3. Be exceptionally good at your current job so that it builds your credibility
4. Have a high emotional IQ

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Question # 42

What classes did you enjoy most in college and why?

Answer:-

Think back to the classes that either resonated with your passion or truly helped you to develop skills that you believe will help you in your career. Talk about those.

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Question # 43

How did you find out about this job At Computer Help Desk Technician? What do you know about the job?

Answer:-

Possible ways to find out about the job:

Online website listing, friend, professional referral, mentor, career fairs, networking events. You should know about the roles and responsibilities of the job and what they're looking for. Make sure you read up on that online beforehand or ask the person that referred you.

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Question # 44

What is your greatest strength? How does it help you At Computer Help Desk Technician?

Answer:-

One of my greatest strengths, and that I am a diligent worker... I care about the work getting done.. I am always willing to help others in the team.. Being patient helps me not jump to conclusions... Patience helps me stay calm when I have to work under pressure.. Being a diligent worker.. It ensures that the team has the same goals in accomplishing certain things.

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Question # 45

Describe to me a time where you had to make a hard decision At Computer Help Desk Technician?

Answer:-

Hard decisions are hard for a reason. It could dramatically effect the company. It could affect other workers. So if you have a story about how you made a hard decision and had a good outcome, share that. If you have one where the outcome wasn't great, explain how you would have changed the way you approached the decision to show you learned how to improve.

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Question # 46

Do you have good manners? What types of people need to be treated with good manners?

Answer:-

You should have good manners. Everyone should be treated with courtesy and respect.

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Question # 47

How articulate are you in expressing your ideas?

Answer:-

One of the best ways to answer this question is clearly articulate three points that demonstrate how articulate you are (and in a sense show that in a live setting) - for example: "I would say I'm articulate because one, I typically gather my thoughts before speaking, two, I organize my thoughts well, and three I'm concise when



making a point.

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Question # 48

How well do you multi-task?

Answer:-

Multi-tasking is an important part of most jobs. You want to show that you're good at it but not overwhelmed with it. So discuss just a few things you can multi-task well on - for example: "I'm good at multi tasking between work email and working on projects At Computer Help Desk Technician and the reason it because I'm good at prioritizing my work emails.

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Question # 49

What would your first 30, 60, or 90 days look like in this role At Computer Help Desk Technician?

Answer:-

Start by explaining what you'd need to do to get ramped up. What information would you need? What parts of the company would you need to familiarize yourself with? What other employees would you want to sit down with? Next, choose a couple of areas where you think you can make meaningful contributions right away. (e.g., "I think a great starter project would be diving into your email marketing campaigns and setting up a tracking system for them.") Sure, if you get the job, you (or your new employer) might decide there's a better starting place, but having an answer prepared will show the interviewer where you can add immediate impact-and that you're excited to get started.

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Question # 50

Explain an occasion when you had to adapt in the face of a difficult situation?

Answer:-

One of the most useful interview tactics is to remain positive about your work and achievements. This question lets the candidate draw on their own personal history to show how they have been positive and successful in the face of difficulties. Choose a specific occasion to describe, rather than dealing with generic platitudes.

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Question # 51

If I talked to your three biggest fans, who would they be and why?

Answer:-

If you can reference three professionals with executive titles (CXO, VP, Director, Manager), that carries a lot of weight. Make sure you highlight how you've helped them achieve their biggest objectives and how that's made them your fan.

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Question # 52

What general trends do you see in our industry?

Answer:-

Examine what's happened in the industry in the last 5 - 10 years and how it's evolved and then look at what both the company and analysts are saying about the future of that industry in which that company competes in. Read trade magazines / online sources in that industry as well to make sure you stay up to date on trends.

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Question # 53

What do you expect to be earning in 5 years At Computer Help Desk Technician?

Answer:-

Discuss how you expect yourself to be excellent at your job. Thus, it would be reasonable to expect pay that is based on the merit of your work.

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Question # 54

How good are you at problem solving?

Answer:-

Describe the problem first and then discuss how you were able to fix it.

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Question # 55

What are your salary expectations At Computer Help Desk Technician?

Answer:-

This question is like a loaded gun, tricky and dangerous if you're not sure what you are doing. It's not uncommon for people to end up talking salary before really selling their skills, but knowledge is power as this is a negotiation after all. Again, this is an area where doing your research will be helpful as you will have an understanding of average salary.

One approach is asking the interviewer about the salary range, but to avoid the question entirely, you can respond that money isn't a key factor and you're goal is to advance in your career. However, if you have a minimum figure in mind and you believe you're able to get it, you may find it worth trying.

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Question # 56

How would your friends describe you?

Answer:-

My friends would probably say that I'm extremely persistent - I've never been afraid to keep going back until I get what I want. When I worked as a program developer, recruiting keynote speakers for a major tech conference, I got one rejection after another - this was just the nature of the job. But I really wanted the big players - so I wouldn't take no for an answer. I kept going back to them every time there was a new company on board, or some new value proposition. Eventually, many of them actually said "yes" - the program turned out to be so great that we doubled our attendees from the year before. A lot of people might have given up after the first rejection, but it's just not in my nature. If I know something is possible, I have to keep trying until I get it.

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Question # 57

What's the least rewarding work you've ever done and why?

Answer:-

Describe work you've done that you feel doesn't take advantage of your full potential. For example, "I once had to make paper copies for my job and I feel it didn't take full advantage of my skills. However, it did teach me to be humble in my work and to appreciate a good opportunity when it arose to use my skills"

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Question # 58

What would you like to have accomplished by the end of your career?

Answer:-

Think of 3 major achievements that you'd like to accomplish in your job when all is said and done - and think BIG. You want to show you expect to be a major contributor at the company. It could be creating a revolutionary new product, it could be implementing a new effective way of marketing, etc.

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Question # 59

Tell me one thing about yourself you wouldn't want me to know?

Answer:-

Talk about a trait that you would consider a weakness. No need to talk about your deepest darkest secrets here.

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Question # 60

There's no right or wrong answer, but if you could be anywhere in the world right now, where would you be?

Answer:-

Just be honest about where you'd like to be - you never know - you may end up bonding with the interviewer with the location. However, you want to stress that you want to work out of the location that you're interviewing for.

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Question # 61

What does "thinking outside the box" mean to you?

Answer:-

It means not doing things exactly the same way as everyone else. You've got to challenge the status quo and bring something new to the business.

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Question # 62

Explain an idea that you have had and have then implemented in practice?

Answer:-

Often an interview guide will outline the so-called 'STAR' approach for answering such questions; Structure the answer as a situation, task, action, and result: what the context was, what you needed to achieve, what you did, and what the outcome was as a result of your actions.

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Question # 63

How do you plan to go by an example for your subordinates?

Answer:-

Sticking to the rules by yourself, working hard and not mind participating on basic tasks is a good answer.

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Question # 64

Tell me something about your family background?

Answer:-

First, always feel proud while discussing about your family background. Just simple share the details with the things that how they influenced you to work in an airline field.

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Question # 65

What would you do if our competitor offered you a position At Computer Help Desk Technician?

Answer:-

I would weigh the offer and consider it, however, this company and this role is my first choice.

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Question # 66

If I were to give you this salary you requested but let you write your job description for the next year, what would it say?

Answer:-

It should say the same thing - after all - if you think this salary is fair then it should suit the responsibilities!

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Question # 67

What is your greatest weakness At Computer Help Desk Technician? What are you doing to improve it?

Answer:-

I believe my biggest weakness At Computer Help Desk Technician is wanting to help anyone I can help. What I mean is I am willing to take on task that are not my job. I want to learn all I can. However, that has helped me get promoted or even asked to help in times of need in other department. I have been know as the "go to person" when help is needed.

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Question # 68

Explain me about your experience working in this field At Computer Help Desk Technician?

Answer:-

I am dedicated, hardworking and great team player for the common goal of the company I work with. I am fast learner and quickly adopt to fast pace and dynamic area. I am well organized, detail oriented and punctual person.

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Question # 69

Are you planning to continue your studies and training At Computer Help Desk Technician?

Answer:-

If asked about plans for continued education, companies typically look for applicants to tie independent goals with the aims of the employer. Interviewers consistently want to see motivation to learn and improve. Continuing education shows such desires, especially when potentials display interests in academia potentially benefiting the company.

Answering in terms of "I plan on continuing my studies in the technology field," when offered a question from a technology firm makes sense. Tailor answers about continued studies specific to desired job fields. Show interest in the industry and a desire to work long-term in said industry. Keep answers short and to the point, avoiding diatribes causing candidates to appear insincere.

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Question # 70

How do you ensure all of your work gets accomplished in a productive manner?

Answer:-

The key is to prioritize what's important in your work and to stay organized to accomplish the tasks. A strong work ethic also helps.

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Question # 71

Do you have good computer skills?

Answer:-

It is becoming increasingly important for medical assistants to be knowledgeable about computers. If you are a long-time computer user with experience with different software applications, mention it. It is also a good idea to mention any other computer skills you have, such as a high typing rate, website creation, and more.

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Question # 72

How long will it take for you to make a significant contribution?

Answer:-

First define significant contribution - once you do that - lay out a timeline plan in which you think you can achieve that.

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