

# IT Technical Support Specialist Interview Questions And Answers Guide.



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# IT Technical Support Specialist Job Interview Preparation Guide.

### Question # 1

What is your dream job?

#### Answer:-

There is almost no good answer to this question, so don't be specific. If you tell the interviewer that the job you're applying for with his/her company is the perfect job you may lose credibility if you don't sound believable (which you probably won't if you're not telling the truth.) If you give the interviewer some other job the interviewer may get concerned that you'll get dissatisfied with the position if you're hired. Again, don't be specific. A good response could be, "A job where my work ethic and abilities are recognized and I can make a meaningful difference to the organization."

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### Question # 2

How do you evaluate success As IT Technical Support Specialist?

#### Answer:-

I evaluate success As IT Technical Support Specialist in different ways. At work, it is meeting the goals set by my supervisors and my fellow workers. It is my understanding, from talking to other employees, that the Global Guideline company is recognized for not only rewarding success but giving employees opportunity to grow as well.

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### Question # 3

How does your present position differ from past ones?

#### Answer:-

Describe the difference with regards to responsibilities, culture, team, career opportunity, and the work itself.

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### Question # 4

Why did you leave your last job As IT Technical Support Specialist?

#### Answer:-

Regardless of why you left your last job make sure to stay positive. Always smile and focus on the positive reason such you were seeking the opportunity to expand your career opportunities, your interest in working with a new firm that provided greater opportunity, you desired to work in a new location, etc. Don't reference previous job problems or differences with management that caused you to leave. If you stay positive, your answer may help you. If you're negative, you will likely decrease your chances of getting the job for which you're interviewing.

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### Question # 5

Are you willing to work in shifts?

#### Answer:-

If the job calls for shifts that vary, be ready to do that for your work. If you aren't open to that, then explain why and see if they can adjust it for you.

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### Question # 6

What is your biggest weakness As IT Technical Support Specialist?

#### Answer:-

No one likes to answer this question because it requires a very delicate balance. You simply can't lie and say you don't have one; you can't trick the interviewer by offering up a personal weakness As IT Technical Support Specialist that is really a strength ("Sometimes, I work too much and don't maintain a work-life balance."); and you shouldn't be so honest that you throw yourself under the bus ("I'm not a morning person so I'm working on getting to the office on time.")



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### Question # 7

How do you keep others informed on work issues?

#### Answer:-

Possible methods:

Talking to them, emailing them, sharing best practices in meetings

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### Question # 8

Tell me why do you want this job As IT Technical Support Specialist?

#### Answer:-

Bad Answer: No solid answer, answers that don't align with what the job actually offers, or uninspired answers that show your position is just another of the many jobs they're applying for.

Good answer: The candidate has clear reasons for wanting the job that show enthusiasm for the work and the position, and knowledge about the company and job.

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### Question # 9

What kind of car do you drive?

#### Answer:-

The only time this might matter is if the job requires a certain type of car because of the responsibilities. For example, if you need to load a lot of construction materials into your car, you'll probably need a truck.

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### Question # 10

What can you offer me that another person can't?

#### Answer:-

This is when you talk about your record of getting things done. Go into specifics from your resume and portfolio; show an employer your value and how you'd be an asset.

You have to say, "I'm the best person for the job As IT Technical Support Specialist. I know there are other candidates who could fill this position, but my passion for excellence sets me apart from the pack. I am committed to always producing the best results. For example..."

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### Question # 11

Tell me about a time when you had to use your presentation skills to influence someone's opinion As IT Technical Support Specialist?

#### Answer:-

Example stories could be a class project, an internal meeting presentation, or a customer facing presentation.

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### Question # 12

What makes you right for this position?

#### Answer:-

This question can be tricky because you need to show your worth As IT Technical Support Specialist 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 # 13

How did you hear about the position As IT Technical Support Specialist?

#### Answer:-

Another seemingly innocuous interview question, this is actually a perfect opportunity to stand out and show your passion for and connection to the company and for job As IT Technical Support Specialist. For example, if you found out about the gig through a friend or professional contact, name drop that person, then share why you were so excited about it. If you discovered the company through an event or article, share that. Even if you found the listing through a random job board, share what, specifically, caught your eye about the role.

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### Question # 14

Why did you select the University \_\_\_\_\_?

#### Answer:-

Discuss the academic program, the extracurricular program(s), the school spirit, the quality of your peers, and the professors.

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### Question # 15



## IT Technical Support Specialist Interview Questions And Answers

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Describe some problems you encountered in your most recent position As IT Technical Support Specialist and how you resolved them?

**Answer:-**

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 # 16**

Do you know anyone working with this organization?

**Answer:-**

It would be great if you did - then you could potentially use them as a referral if they thought highly of you.

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**Question # 17**

What have you done to improve your knowledge As IT Technical Support Specialist in the last year?

**Answer:-**

Try to include improvement activities that relate to the job As IT Technical Support Specialist. A wide variety of activities can be mentioned as positive self-improvement. Have some good ones handy to mention.

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**Question # 18**

What do you see yourself doing within the first 30 days of this job?

**Answer:-**

Typically the first 30 days are designed for you to learn as much as possible As IT Technical Support Specialist. Work hard to get to know your teammates, how they work together, and how you can make the biggest impact.

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**Question # 19**

What is your greatest professional achievement?

**Answer:-**

Nothing says "hire me" better than a track record of achieving amazing results in past jobs As IT Technical Support Specialist, so don't be shy when answering this interview question! A great way to do so is by using the S-T-A-R method: Set up the situation and the task that you were required to complete to provide the interviewer with background context (e.g., "In my last job as a IT Technical Support Specialist, it was my role to manage the invoicing process"), but spend the bulk of your time describing what you actually did (the action) and what you achieved (the result). For example, "In one month, I streamlined the process, which saved my group 10 man-hours each month and reduced errors on invoices by 25%."

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**Question # 20**

If you felt like you were hitting the proverbial "wall" and getting burned out, what would you do to re-energize yourself?

**Answer:-**

Take a break to rest. Work in smaller increments of time to increase focus with breaks in between. Delegate tasks to those that are willing to help.

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**Question # 21**

How did you handle meeting a tight deadline As IT Technical Support Specialist?

**Answer:-**

Review every deadline you need to meet. Prioritize your projects by deadline and factor in how important each project is. Record your deadlines on a digital calendar or spreadsheet.

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**Question # 22**

Tell me an occasion when you needed to persuade someone to do something?

**Answer:-**

Interpersonal relationships are a very important part of being a successful care assistant. This question is seeking a solid example of how you have used powers of persuasion to achieve a positive outcome in a professional task or situation. The answer should include specific details.

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**Question # 23**

How do you prioritize your work initiatives As IT Technical Support Specialist?

**Answer:-**

Discuss how you prioritize your work initiatives based on the company initiatives. For example, if you're in customer service discuss how you're focused on providing the best customer experience.

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### Question # 24

Why did you choose your major in college or tech school?

#### Answer:-

People usually choose their major based on their passions or the career path they want to head towards.

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### Question # 25

Why are you leaving the present company?

#### Answer:-

According to me we can not grow in the field without taking more responsibilities and risks and also we can't enhance our team leading capabilities, managerial skills without expose to wide range of people.

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### Question # 26

How do you inspire others to be better?

#### Answer:-

First, the key to inspiring others is 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 # 27

How do you deal with pressure or stressful situations?

#### Answer:-

Choose an answer that shows that you can meet a stressful situation head-on in a productive, positive manner and let nothing stop you from accomplishing your goals. A great approach is to talk through your go-to stress-reduction tactics (making the world's greatest to-do list, stopping to take 10 deep breaths), and then share an example of a stressful situation you navigated with ease.

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### Question # 28

What do you consider to be your weaknesses?

#### Answer:-

What your interviewer is really trying to do with this question-beyond identifying any major red flags-is to gauge your self-awareness and honesty. So, "I can't meet a deadline to save my life As IT Technical Support Specialist" is not an option-but neither is "Nothing! I'm perfect!" Strike a balance by thinking of something that you struggle with but that you're working to improve. For example, maybe you've never been strong at public speaking, but you've recently volunteered to run meetings to help you be more comfortable when addressing a crowd.

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### Question # 29

What type of extracurricular activities are you a part of?

#### Answer:-

Discuss the clubs / activities you were in, share a personal story about why you enjoyed it and then describe how it's helped shape you to be who you are today. For example, I enjoyed rock climbing because it taught me the value of practicing hard at a sport to become skilled in it. I bring this same diligence to my work approach today as well.

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### Question # 30

How do you handle conflicts with people you supervise?

#### Answer:-

At first place, you try to avoid conflicts if you can. But once it happens and there's no way to avoid it, you try to understand the point of view of the other person and find the solution good for everyone. But you always keep the authority of your position.

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### Question # 31

How many tennis balls can you fit into a limousine? 1,000? 10,000? 100,000? Seriously?

#### Answer:-

Well, seriously, you might get asked brainteaser questions like these, especially in quantitative jobs. But remember that the interviewer doesn't necessarily want an exact number-he wants to make sure that you understand what's being asked of you, and that you can set into motion a systematic and logical way to respond. So, just take a deep breath, and start thinking through the math. (Yes, it's OK to ask for a pen and paper!)

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### Question # 32

What are you passionate about?

**Answer:-**

Ask yourself - what are your core passions that you wake up excited to act on each and every day? Ask yourself what makes you happy or drives you - is it helping others? Is it making money? Is it creating something? Is it about changing the world? Etc.

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**Question # 33**

If you have seven white socks and nine black socks in a drawer, how many socks do you have to pull out blindly in order to ensure that you have a matching pair?

**Answer:-**

if the first one is one color (say, white), and the second one is the other color (black), then the third one, no matter what the color, will make a matching pair. (Sometimes you're not supposed to think that hard.)

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**Question # 34**

How have you achieved your success?

**Answer:-**

Discuss stories of how you've progressed over the years to achieve success. People relate best to stories.

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**Question # 35**

What are you most proud of?

**Answer:-**

You should be proud of all your achievements As IT Technical Support Specialist! We just don't have time to hear them all as interviewers most likely. Focus on 1 really good achievement that showcases characteristics like the following: Integrity, competitiveness, resourcefulness, intelligence, persistence, and so forth.

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**Question # 36**

What is your perception of taking on risk?

**Answer:-**

Your answer depends on the type of company you're interviewing for. If it's a start up, you need to be much more open to taking on risk. If it's a more established company, calculated risks to increase / improve the business or minimal risks would typically be more in line.

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**Question # 37**

How do you stay up to date with industry?

**Answer:-**

Discuss how you stay up to date by reading industry specific sites, magazines, and Google / yahoo news. Also make sure you stay up to date by reading the current news on the company's website.

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**Question # 38**

Describe your work style?

**Answer:-**

Describe the positive aspects of your work style if possible, including: work ethic, attention to detail, interpersonal skills, skill sets (analytical or otherwise), leadership abilities, communication skills.

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**Question # 39**

How would you feel about working for someone who knows less than you As IT Technical Support Specialist?

**Answer:-**

The reality is, the majority of the time someone is in a management/leadership position is because of their experience and past success. So they probably possess at least a unique set of knowledge from you. So you'll want to learn from them as much as possible. If it's not the case, then discuss how you would look for mentors in different departments to help your personal career development.

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**Question # 40**

Describe yourself in three words?

**Answer:-**

Pick three adjectives but then back up each with a real life story that demonstrates those characteristics.

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**Question # 41**

Explain a time when you did not get along with your coworker?

**Answer:-**

I used to lock heads with a fellows. We disagreed over a lot of things - from the care of civilians to who got what shifts to how to speak with a victim's family. Our personalities just didn't mesh. After three months of arguing, I pulled her aside and asked her to lunch. At lunch, we talked about our differences and why we weren't getting along. It turns out, it was all about communication. We communicated differently and once we knew that, we began to work well together. I really believe that talking a problem through with someone can help solve any issue.

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**Question # 42**

How do you handle your anger?

**Answer:-**

I don't get angry very easily but in the rare occasion that I do, I hold it in and act as though nothing is wrong.

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**Question # 43**

Do you have any questions for me?

**Answer:-**

Good interview questions to ask interviewers at the end of the job interview include questions on the company growth or expansion, questions on personal development and training and questions on company values, staff retention and company achievements.

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**Question # 44**

What do you know about the company?

**Answer:-**

Any candidate can read and regurgitate the company's "About" page. So, when interviewers ask this, they aren't necessarily trying to gauge whether you understand the mission-they want to know whether you care about it. Start with one line that shows you understand the company's goals, using a couple key words and phrases from the website, but then go on to make it personal. Say, "I'm personally drawn to this mission because..." or "I really believe in this approach because..." and share a personal example or two.

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**Question # 45**

How do you handle stressful situations?

**Answer:-**

By remaining calm, weighing out all my options and executing a plan to get the situation resolve .

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**Question # 46**

What was the most important task you ever had?

**Answer:-**

There are two common answers to this question that do little to impress recruiters:

\* 'I got a 2.1'

\* 'I passed my driving test'

No matter how proud you are of these achievements, they don't say anything exciting about you. When you're going for a graduate job, having a degree is hardly going to make you stand out from the crowd and neither is having a driving licence, which is a requirement of many jobs.

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**Question # 47**

Tell me the difference between good and exceptional?

**Answer:-**

Good gets the job done on time and is high quality. Exceptional is a game changer - it stands out, it's creative, it's above and beyond expectations. Tell the interviewer a story about how you were exceptional.

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**Question # 48**

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 # 49**

Give an example of a time you successfully worked As IT Technical Support Specialist on a team?

**Answer:-**

On the whole I prefer to stick to doing what I'm told rather than setting myself up to fail by doing things off my own bat. But there was this one time when I suggested to my boss at the pizza parlor that she try offering an 'all you can eat' deal to students to boost trade on Mondays. She thought it was an interesting idea but nothing ever came of it.



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### **Question # 50**

Do you work well under pressure?

**Answer:-**

Yes.. When it comes down to the wire, the best thing I can to remain focused, have some flexibility, and understand priorities.. Giving them attention in the order they are needed.

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### **Question # 51**

Do you think a leader should be feared or liked?

**Answer:-**

Liked. You want to work harder for people that inspire and motivate you. Fear only lasts for so long.

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### **Question # 52**

What are three positive things your last boss would say about you?

**Answer:-**

It's time to pull out your old performance appraisals and boss's quotes. This is a great way to brag about yourself through someone else's words: "My boss has told me that I am the best designer he has ever had. He knows he can rely on me, and he likes my sense of humor."

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### **Question # 53**

Give me an example of when you competed hard and won?

**Answer:-**

You can reference many different areas here when discussing a story of where you won in competition: Work experience (ideal), sports, clubs, classes, projects.

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### **Question # 54**

How many square feet of pizza are eaten in the United States each month?

**Answer:-**

This is a classic guesstimate question where you need to think aloud. And so first off you round the U.S. population to 300 million people (it's actually about 315 million but rounding will be much easier and your interviewer will not score you lower for rounding). Then estimate how many people eat pizza. A decent educated guess is two out of every three people, or 200 million. Now let's say the average pizza-eating person eats pizza twice a month, and eats two slices at a time. That's four slices a month. If the average slice of pizza is perhaps six inches at the base and 10 inches long, then the slice is 30 square inches of pizza. So, four pizza slices would be 120 square inches (30 times 4).

Since one square foot equals 144 square inches (12 times 12), let's assume that each person who eats pizza eats one square foot per month. Since there are 200 million pizza-eating Americans, 200 million square feet of pizza are consumed in the U.S. each month. To summarize: 300 million people in America, 200 million eat pizza, average slice of pizza is six inches at the base and 10 inches long or 30 square inches, average American eats four slices of pizza a month, four pieces times 30 square inches equals 120 square inches (one square foot is 144 square inches), so let's assume one square foot per person, and thus one square foot times 200 million people equals 200 million square feet of pizza a month.

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### **Question # 55**

What do you expect to be earning in 5 years As IT Technical Support Specialist?

**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 # 56**

When was the last time something upset you at work? What did you do?

**Answer:-**

Almost everyone has an emotional moment related to work at some point - you're not alone. The key is to learn why you reacted that way and to focus not on the problem but HOW to resolve it. Another key component is to be aware of your emotional response so that you can learn to control it in the future in a calm way.

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### **Question # 57**

Why do you want to work As IT Technical Support Specialist for this organisation?

**Answer:-**

Being unfamiliar with the organisation will spoil your chances with 75% of interviewers, according to one survey, so take this chance to show you have done your preparation and know the company inside and out. You will now have the chance to demonstrate that you've done your research, so reply mentioning all the positive things you have found out about the organisation and its sector etc. This means you'll have an enjoyable work environment and stability of employment etc - everything that brings out the best in you.





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### Question # 58

What problems have you encountered at work?

#### Answer:-

Wow, do we have problems! Where do I begin? Well, most of the problems are internal, just people not working well with each other. I have one person on our team who is a real problem, but it seems like management is afraid to do anything about it. So we all end up having to do extra work to cover for this person, who just doesn't work. We all say that he's retired in place. I think he's just holding on until retirement in a couple years. But he's a real problem. I complain about it--a lot--but nothing ever seems to get done. I've even written negative reviews about the person, hoping he will get canned, but it doesn't happen. I can't wait for him to retire.

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### Question # 59

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 # 60

Are you planning to continue your studies and training As IT Technical Support Specialist?

#### 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 # 61

What's a time you exercised leadership?

#### Answer:-

Depending on what's more important for the the role, you'll want to choose an example that showcases your project management skills (spearheading a project from end to end, juggling multiple moving parts) or one that shows your ability to confidently and effectively rally a team. And remember: "The best stories include enough detail to be believable and memorable,". Show how you were a leader in this situation and how it represents your overall leadership experience and potential.

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### Question # 62

How would you rate your communication and interpersonal skills for this job As IT Technical Support Specialist?

#### Answer:-

These are important for support workers. But they differ from the communication skills of a CEO or a desktop support technician. Communication must be adapted to the special ways and needs of the clients. Workers must be able to not only understand and help their clients, but must project empathy and be a warm, humane presence in their lives.

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### Question # 63

Do you think you have enough experience As IT Technical Support Specialist?

#### Answer:-

If you do not have the experience they need, you need to show the employer that you have the skills, qualities and knowledge that will make you equal to people with experience but not necessary the skills. It is also good to add how quick you can pick up the routine of a new job role.

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### Question # 64

What do you think is your greatest weakness?

#### Answer:-

Don't say anything that could eliminate you from consideration for the job. For instance, "I'm slow in adapting to change" is not a wise answer, since change is par for the course in most work environments. Avoid calling attention to any weakness that's one of the critical qualities the hiring manager is looking for. And don't try the old "I'm a workaholic," or "I'm a perfectionist."

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### Question # 65

How would you observe the level of motivation of your subordinates?

#### Answer:-

Choosing the right metrics and comparing productivity of everyone on daily basis is a good answer, doesn't matter in which company you apply for a supervisory



role.

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