Systems Support Manager (MIS) Interview Questions And Answers Guide.

Systems Support Manager (MIS) Job Interview Preparation Guide.

Question # 1

As an IT technician what tools are at the top of your lists as must haves to do an effective job?

Answer:-

A bad worker may blame their tools, but a good worker knows when to thank them. IT departments invest a huge amount of money and time into sourcing and implementing the technology and tools their IT staff will use. It is essential to ensure staff recognize the potential of those tools and use them in such a way that enables them to be the best IT professional they can be.

Providing a great IT service means having a strong understanding of the support tools available; service desk, self-service, remote support, IM, release management and CMDB are all good examples of tools an IT support worker has at their disposal to make their job quicker and easier. However, how often have you found IT staff taking the long way round through lack of understanding or knowledge? Finding a candidate who knows their tools and how to leverage those tools to provide better services is key. By asking this question you are not looking for brand names or software suites, but more for the knowledge of what is possible and how engaged that person is with today's technology and what value it creates for them and their customer.

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Question # 2

Would you prefer to spend the day configuring IT kit in the server room, or speaking with end-users on the service desk?

Answer:-

This is a little bit of a trick question, in that there is no right answer. An enthusiastic and engaged IT professional should want a good balance of both of these things. Giving technical people the opportunity to express their technical interests in a non-distracting environment is essential to feeding their curiosity and motivation. At the same time you want to uncover how this person benchmarks their technical skills against their confidence and willingness in helping people and building up relationships with their customers.

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Question # 3

IT Network & Telephony based Systems Support Manager (MIS) Interview Questions:

Answer:-

* Have you planned and implemented additions and significant modifications to your company's IT infrastructure? Describe your contribution.
* Tell us about any procedures you have implemented to improve network security or in other areas.
* Describe the maintenance and administration routines you utilized to ensure effective corporate VOIP/WAN/IT network performance.
* Have you upgraded the company's telephone or email system to a VOIP or unified messaging system? Describe the process and the factors you considered in choosing the new systems.

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Question # 4

The Abstract Decision Model, in which atleast one of the variables is uncertain and must be described by some probability function is
(a) Stochastic Model
(b) Deterministic Model
(c) Simulation Model
(d) Domain - specific Model
(e) Prototype Model.

Answer:-

(a) Stochastic Model
The Abstract Decision Model, in which at least one of the variables is uncertain and must be described by some probability function is Stochastic Model.

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Question # 5

A systems theory of organization sees the firm as a
A. network of resource flows
B. system transforming inputs into outputs

C. physical system managed by a manager using a conceptual system
D. All of the above
E. None of the above

Answer:-

E. None of the above

Read More Answers.

Question # 6

Which of the following is not a Common Executive Information System Characteristic?
(a) It is useful for routine / repetitive operational process
(b) Used directly by top-level executives
(c) Tailored to individual executive users
(d) Designed to be easy to operate and require little or no training to use
(e) Focused on supporting upper-level management decisions.

Answer:-

(a) It is useful for routine / repetitive operational process
Common Executive Information System Characteristic is not useful for routine / repetitive operational process.

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Question # 7

What is the importance of emotional intelligence in IT support?

Answer:-

Emotional intelligence quota is fast becoming one of the most vital measures of suitability for a customer facing/service role. With IT technicians coming face -to-face with 50+ challenges a day, you want the staff to be motivated by the solutions they provide. That motivation will most likely come from working off the energy by meeting a troubled and challenged customer, then taking them on the journey of listening, understanding, exploration and resolution. By using this question, you will be able to quickly uncover whether this person has a deep enough understanding of their own soft skills and how to apply them in your IT team.

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Question # 8

A _____ is a brief message to an operator that describes what data are to be entered.
A. prompt
B. passwords
C. MIS
D. Tactical
E. None of the above

Answer:-

A. prompt

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Question # 9

Can you give an example of a piece of work you have done, which had a lasting positive impact on the business?

Answer:-

A skilled IT services professional will be fine tuned to see the full scope of a customer experience and comprehend all the external factors outside their own interaction with the customer, which affects the customer's experience and overall perception of IT. This question is designed to help gauge how well the candidate can open their eyes and mind to see the bigger picture of your IT services. Ideally you want people in your team that can quickly see beyond the single interaction of a phone call or email to the service desk; using the story behind the request and foreseeing all the possible consequences to the business as a result of their own next actions.

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Question # 10

A _____ decision is routine one that's made following the completion of a preplanned series of steps.
A. strategic
B. structured
C. simulation
D. tactical
E. None of the above

Answer:-

B. structured

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Question # 11

Have you ever strongly felt that an IT project has not been acted out as planned, and if so what have you done about it?

Answer:-

IT projects are [in]famous for going off course. Impossible deadlines, lack of resources, miss-management... the list is endless. IT is also often guilty of sweeping these mistakes under the carpet and you need to decide whether you will hire people who will continue to allow that to happen or call out these detours before they go too far. This question will both prompt the candidate to consider whether they have ever really stood up against what they think is 'bad IT' in the past, and also whether they would do so in the future. Beyond calling out possible problems, you also want to assess their ability to take ownership and seeing the resolution out, as just pointing out faults and expecting others to deal with them can often be more hindrance than help.

Question # 12

Educational programs for the labour union officials are conducted by
A. the firm's industrial relations department
B. the vice-president of information systems
C. both (a) and (b)
D. neither (a) nor (b)
E. None of the above

Answer:-

C. both (a) and (b)

Question # 13

Which of the following is(are) true of the EDP auditors?
A. they should have computer expertise
B. they will be replaced by traditional auditors in the near future
C. two of the above
D. currently, there is a very high demand for them, particularly from firms that use personal computers
E. None of the above

Answer:-

A. they should have computer expertise

Question # 14

_____ are knowledge based system to which present rules are applied to solve a particular problem.
A. ES
B. AI
C. KBS
D. Base rule 0
E. None of the above

Answer:-

A. ES

Question # 15

The operations file is updated by the
A. production control system
B. MRP system
C. shipping system
D. All of the above
E. None of the above

Answer:-

D. All of the above

Question # 16

Controls of data communication deal with
A. the communication channel
B. the computer
C. terminals
D. All of the above
E. None of the above

Answer:-

D. All of the above

Question # 17

To _____ is to decide in advance on a course of action.
A. master
B. decision
C. plan
D. control
E. None of the above

Answer:-

C. plan

Question # 18

Inventory is also referred to as:
A. stock
B. warehouse capacity
C. materials
D. materials in hand
E. None of the above

Answer:-

A. stock

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Question # 19

Which of the following is not a key component of the evaluation process in building a DSS?
A. criteria for evaluation
B. means of measuring system-development time spent on the project
C. means of monitoring the progress of the DSS
D. formal review process
E. All of the above are key components

Answer:-

B. means of measuring system-development time spent on the project

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Question # 20

A lockbox service is used for
A. depositing cash when bank is closed
B. paying bank customer bills automatically
C. storing papers in a bank vault
D. depositing payments to bank customers
E. None of the above

Answer:-

D. depositing payments to bank customers

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Question # 21

IT manager, IT Project Management based Systems Support Manager (MIS) Interview Questions:

Answer:-

* Describe your methods used to build and maintain subcontractor and vendors relationships and to manage the purchase of hardware and software products.
* Have you developed a disaster recovery/alternative plan to ensure continuous availability of computer systems throughout the Corporation?
* Have you developed an IT security policy?
* Describe the hands-on support and training program you used to ensure cross company utilization of computing infrastructure.
* Have you been responsible for the budget of the IT systems of the company? Tell us how you monitored costs, business plan and cash flow.

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Question # 22

Strengths and Weaknesses Based Management information systems interview questions:

Answer:-

* Would you rather write a report or give it verbally?
* What has been your most successful experience in speech making?
* What do you believe are your key strengths?
* Tell me about a time when you successfully handled a situation?
* Time when you made a suggestion to improve the work.

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Question # 23

General Maintenance & Help Desk Administration based Systems Support Manager (MIS) Interview Questions:

Answer:-

* Describe a situation in which you were involved with one of the following: troubleshooting procedure, system backup and failure recovery.
* What IT tracking software have you used to monitor/maintain remote systems?
* Have you interacted with customers or internal clients on a daily basis? What level of help desk support have you provided to resolve IT-related issues?

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Question # 24

Behavioral Management information systems interview questions:

Answer:-

* What do you like and dislike about the job we are discussing?
* Tell me about how you worked effectively under pressure.
* What kind of events cause you stress on the job?

* Has anything ever irritated you about people you've worked with?
* What steps do you follow to study a problem before making a decision?
Try to avoid specific classifications, whatever it may be.
Have some good ones handy to mention. Be clear in understanding the responses.

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Question # 25

Phone Based Management information systems interview questions:

Answer:-

* What do you feel is the best educational preparation for this career?
* How well did your college experience prepare you for this job?
* What has been your biggest professional disappointment?
* Do you prefer to work in a small, medium or large company?
* Who was your favorite manager and why?
Study the specific job duties of the position desired. Have some good ones handy to mention.
Always focus on the positive reason such you were seeking the opportunity to expand your career opportunities.

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Question # 26

Communication skills Based Management information systems interview questions:

Answer:-

* What is a typical career path in this job function?
* Do you have the qualities and skills necessary to succeed in your career?
* What's most important to you in a new position?
* What do you consider your most significant accomplishment?
* Describe a time you were faced with stresses which tested your skills.
Nothing looks worse than a candidate who knows nothing about the company.
Your answer should be focused on what you can bring to the role that will be of benefit to the company.
Provide truthful answers to Management information systems interview questions and exude confidence when speaking.

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Question # 27

Basic Management information systems interview questions:

Answer:-

* How did you prepare for this work?
* Have you done this kind of work before?
* Do you have any questions for me?
* How would you describe your work style?
* Do you think you are overqualified for this position?
The most important tip is that you have get yourself prepared carefully before the behavioral interview.
Try to answer Management information systems interview questions completely. The best strategy for effectively answering these tough Management information systems interview questions is to prepare for it.

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Question # 28

Situational Management information systems interview questions:

Answer:-

* What do you think you can bring to this position?
* How do you think you can make a contribution to this company?
* What relevant experience do you have?
* Which subjects did you enjoy during your qualifying degree?
* Have you ever had difficulty working with a manager?
The most important thing you should do is make sure to relate your answer to your long-term career goals.
Just wait for them ending their questions then answer. If interviewing for a professional-level position, be ready to answer questions about standards within the industry.

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Question # 29

Competency Based Management information systems interview questions:

Answer:-

* What techniques and tools do you use to keep yourself organized?
* If you were hiring a person for this job, what would you look for?
* What are three positive things your last boss would say about you?
* When given an important assignment, how do you approach it?
* What was the most stressful situation you have faced?
The most important tip is that you have get yourself prepared carefully before the behavioral interview. Discuss any attributes that may set you apart from other job candidates. Emphasize benefits to the company.

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Question # 30

Video Based Management information systems interview questions:

Answer:-

* What was the most important task you ever had?
* Tell me about your proudest achievement.
* How did you react when faced with constant time pressure?
* What were the responsibilities of your last position?
* How have you changed in the last five years?
Note down your answers. These may be useful later if the interviewers wish to confirm any answer with you as they forget or wish to discuss more.
Just try to stay focused on the job you're interviewing for.
If you can come up with an example that relates to the position you're applying for that would be even better.

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Question # 31

The computer can potentially be used to monitor most of our actions, thus robbing us of _____
A. tapping
B. privacy
C. back log
D. security
E. None of the above

Answer:-

B. privacy

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Question # 32

The product structure file is also called the
A. item master file
B. bill of materials file
C. operations file
D. All of the above
E. None of the above

Answer:-

B. bill of materials file

Read More Answers.

Question # 33

An optional facilitates location program can be used to study
A. factory location alternative
B. warehouse location alternatives
C. plant location alternatives
D. All of the above
E. None of the above

Answer:-

D. All of the above

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Question # 34

Which of the following is(are) true of system analysts?
A. their responsibility is to analyze and design system software
B. they may be looked upon as an intermediary between users and programmers
C. they are heavily involved with the system-development life cycle
D. both (a) and (c)
E. None of the above

Answer:-

D. both (a) and (c)

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Question # 35

Critical path of the PERT chart is:
A. path which takes the longest time to complete the project
B. the shortest path
C. both of the above
D. path which takes the shortest time to complete the project
E. None of the above

Answer:-

A. path which takes the longest time to complete the project

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Question # 36

Which of the following is not an important principle for evaluating the raw data for decision-making:

A. selection
B. pattern
C. everage
D. overview
E. None of the above

Answer:-

C. everage

Question # 37

Encryption is being used primarily with
A. file retention
B. transaction entry
C. computer processing
D. data communication
E. None of the above

Answer:-

D. data communication

Question # 38

An EOQ formula is an example of a(n)
A. optimizing model
B. static model
C. deterministic model
D. All of the above
E. None of the above

Answer:-

D. All of the above

Question # 39

_____ decisions are those decisions for which policy standards or guidelines are already established.
A. programmable
B. control
C. predictive reports
D. relevant
E. None of the above

Answer:-

A. programmable

Question # 40

From a data systems design viewpoint, the number of different types of general ledger entries is
A. six
B. three
C. four
D. one
E. None of the above

Answer:-

C. four

Question # 41

_____ is the use of a model in an attempt to identify and/or reflect the behaviour of a real person, process, or system.
A. master
B. decision
C. plan
D. simulation
E. None of the above

Answer:-

D. simulation

Question # 42

Average inventory level is reduced by
A. decreasing the vendor lead time
B. increasing the usage rate
C. decreasing the order quantity

D. lowering the reorder point
E. None of the above

Answer:-

C. decreasing the order quantity

Question # 43

Production machines were first controlled by the computer by means of
A. punched cards
B. punched paper tape
C. magnetic tape
D. magnetic cards
E. None of the above

Answer:-

B. punched paper tape

Question # 44

The _____ is a business-oriented data-processing association which publishes a monthly journal, Data Management.
A. DPMA
B. CDP
C. CISA
D. ACM
E. None of the above

Answer:-

A. DPMA

Question # 45

Operations Research came into being due to:
A. medical reasons
B. military reasons
C. educational reasons
D. to improve transportation
E. None of the above

Answer:-

B. military reasons

Question # 46

The use of computers in data processing has had several impacts on business. Which of the following is not one of them?
A. easier business growth
B. fewer clerical workers
C. increased data-processing costs
D. more and better information
E. None of the above

Answer:-

C. increased data-processing costs

Question # 47

A financial modeling package for a PC is similar to a spreadsheet package, but it can handle larger data files than a spreadsheet, and it has a built-in _____ seeking function.
A. aim
B. target
C. goal
D. plan
E. None of the above

Answer:-

C. goal

Question # 48

The model curriculum for information-system education suggested by the _____ has a more theoretical and conceptual basis, whereas the model by the _____ is more practical and applied in nature.
A. AI, ES
B. KBS, AI
C. ACM, DPMA
D. SISD, MMD

E. None of the above

Answer:-

C. ACM, DPMA

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Question # 49

Slack is the calculated time span within which the event must occur:
A. true
B. false
C. cannot be said
D. All of the above
E. None of the above

Answer:-

A. true

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Question # 50

A standards manual specifies standards that are to be followed in
A. system design
B. system operation
C. both (a) and (b)
D. neither (a) nor (b)
E. None of the above

Answer:-

C. both (a) and (b)

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Question # 51

_____ means that the manager spends his or her time dealing with exceptions or those situations which are out of control
A. relevant
B. management by exception
C. predictive reports
D. control
E. None of the above

Answer:-

B. management by exception

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Question # 52

Data has to be _____ before it can be converted into information.
A. transformed
B. processed
C. changed
D. engineered
E. None of the above

Answer:-

B. processed

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Question # 53

The DBA is
A. a person
B. a computer device
C. a communication technique
D. All of the above
E. None of the above

Answer:-

D. All of the above

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Question # 54

If you are an information-system manager, which organization is most appropriate for your interest?
A. ACM
B. SIM
C. ASA
D. IEEE
E. None of the above

Answer:-

B. SIM

Question # 55

The analysis and design of application systems are the responsibility of a _____
A. Computer Operator
B. Programmer
C. System Analyst
D. Data entry operator
E. None of the above

Answer:-

C. System Analyst

Question # 56

Computer support to the manager has been least in
A. alternative identification
B. alternative selection
C. problem identification
D. alternative evaluation
E. None of the above

Answer:-

A. alternative identification

Question # 57

The four major corporate resources are money, materials, information, and
A. people
B. icons
C. information system
D. on-line
E. None of the above

Answer:-

A. people

Question # 58

One of the three most common types of payment systems is the
A. pinion fund transaction system
B. travel expense reimbursement system
C. accounts payable system
D. All of the above
E. None of the above

Answer:-

D. All of the above

Question # 59

Standards are provided by
A. standards organizations
B. user groups
C. computer vendors
D. All of the above
E. None of the above

Answer:-

D. All of the above

Question # 60

_____ decisions concern the execution of specific tasks to assure that they are. carried out efficiently and effectively.
A. tactical
B. strategic
C. operational
D. management
E. None of the above

Answer:-

C. operational

Question # 61

Econometric models include techniques from
A. economics
B. statistics
C. mathematics
D. All of the above
E. None of the above

Answer:-

D. All of the above

Read More Answers.

Question # 62

Order-filling activity in the physical system is triggered by the
A. manufacturing information system
B. order entry subsystem
C. billing subsystem
D. accounts receivable subsystem
E. None of the above

Answer:-

C. billing subsystem

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Question # 63

Error reports are an example of:
A. scheduled reports
B. demand reports
C. exception reports
D. predictive reports
E. management reports

Answer:-

C. exception reports

Read More Answers.

Question # 64

Which of the following is not true of the EDP Auditors Foundation?
A. It publishes a journal, The EDP Auditor
B. It sponsors the CIS A examination.
C. It is a professional association of those auditors who specialize in EDP
D. It is a member of the AFIPS.
E. None of the above

Answer:-

D. It is a member of the AFIPS.

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Question # 65

A constraint that does not, affect the feasible solution region is known as
A. redundant constraint
B. unbounded solution
C. slack variable
D. surplus variable
E. None of the above

Answer:-

A. redundant constraint

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Question # 66

The online, softcopy display of a customer's charge account to respond to an inquiry is an example of a(n):
A. regularly scheduled report
B. on-demand report
C. exception report
D. forecasting report
E. None of the above

Answer:-

B. on-demand report

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Question # 67

The most straightforward resource flow is

A. manpower
B. machines
C. material
D. money
E. None of the above

Answer:-

B. machines

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