Technical Support Job Interview Questions And Answers

Interview Questions Answers

About Interview Questions Answers

Interview Questions Answers . ORG is an interview preparation guide of thousands of Job Interview Questions And Answers, Job Interviews are always stressful even for job seekers who have gone on countless interviews. The best way to reduce the stress is to be prepared for your job interview. Take the time to review the standard interview questions you will most likely be asked. These interview questions and answers on Technical Support will help you strengthen your technical skills, prepare for the interviews and quickly revise the concepts.

If you find any **question or answer** is incorrect or incomplete then you can **submit your question or answer** directly with out any registration or login at our website. You just need to visit Technical Support Interview Questions And Answers to add your answer click on the *Submit Your Answer* links on the website; with each question to post your answer, if you want to ask any question then you will have a link *Submit Your Question*; that's will add your question in Technical Support category. To ensure quality, each submission is checked by our team, before it becomes live. This Technical Support Interview preparation PDF was generated at **Wednesday 29th November, 2023**

You can follow us on FaceBook for latest Jobs, Updates and other interviews material.
www.facebook.com/InterviewQuestionsAnswers.Org

Follow us on Twitter for latest Jobs and interview preparation guides.
https://twitter.com/InterviewQA

If you need any further assistance or have queries regarding this document or its material or any of other inquiry, please do not hesitate to contact us.

Best Of Luck.

Interview Questions Answers.ORG Team
https://InterviewQuestionsAnswers.ORG/
Support@InterviewQuestionsAnswers.ORG

Technical Support Interview Questions And Answers Guide.

Question - 1:

What tools are most helpful to you when trouble shooting and solving a problem?

Ans:

Experience, knowledge, manuals, team members are some of the tools that come handy while trouble shooting. However, don't exhibit support from team members as your primary tool as you are expected to deal with a customer independently most of the times.

View All Answers

Question - 2:

What steps do you take for solving a technical problem?

Ans:

This question demostrates familiarity with the technical support process. Your answer to it also enables the interviewer to arrange for your training, if you are hired. List down the major steps you take in solving a problem and say that you understand that every company has a different set of procedures, which are you open to learn quickly and adapt to.

View All Answers

Question - 3:

Would you be willing to take training or classes to improve your technical skills?

Ans:

Every new product has some new features. If the product you are going to take up is entirely new you will need more training to handle it. Say "YES" if they are offering you to take a training before you get started.

View All Answers

Question - 4:

What is your expected period for an average call?

Ans:

You are expected to solve a problem as quickly as possible. However, solving the problem to customer's satisfaction is the key here. Your answer to this question demonstrates your problem solving abilities, communication skills, technical knowledge and interest in customer satisfaction. You can say something like: "The time to resolve a problem depends on the level of its intensity. However, I have experienced that most of the customers face similar type of problems. With an ability to analyse the problem quickly and a ready answer, we can expect to close the call in 2-3 minutes (or whatever time you have experienced). As a technical support person, my focus has always been on both efficiency and effectiveness. Customer satisfaction is the key for me"

View All Answers

Question - 5:

Would you say that you are hands-on type of person?

Ans:

One of the most important qualities required in a person handling any support position is his ability to be available immediately as the requirement arises. So, the only answer to this question is "YES". Develop an attitude of being available whenever you are required.

View All Answers

Question - 6:

Have you used any of our products or similar products/competitors?

Ans:

If you have used the company's product or a product of the competitor, it does give you an advantage as you would have a basic idea about the functionalities. However, if you have not used any such product, don't worry. If you have the ability to grab things quickly and pick up the technology fast, you can prove yourself to be a potential candidate. For example, you can say something like this, "I am afraid, I haven't used your's or competitor's products first hand. However, I have seen others using them. Once I get hold of a product, I have an ability to uderstand the features quickly and I am quick at grabbing new technologies. So, I don't think it will pose any problem for me."

Technical Support Interview Questions And Answers

Question - 7:

What technical skills do you possess that would benefit our company?

Ans:

You must do some home work to answer this question effectively. Dig out the information about some products and technologies on which they work, match them with your skills set and prepare an effective answer. Company's website and job notification can be a good source for this information. To answer this question, you can say something like - "I see that your company sells security softwares for mail servers. I have a good knowledge of various mail servers, their performance and the security loop holes in them. This will help me in providing effective and efficient support to both the customers facing technical issues with your product as well those wanting to buy a new product."

Question - 8:

What do you know about our products and company?

Ans:

The purpose of this question is to check your level of interest and preparation for the position. Read the job advertisement carefully and go through their website to get some basic information about them. You are not expected to know in and out of the product or the company but exhibiting a basic knowledge can take you a long way ahead in comparison to other candidates.

Question - 9:

What have you done to improve your technical support knowledge in the last year?

Ans:

Agility is the key to growth. Every person must do some activities to sharpen his axe. Talk about the books you read, training sessions/ conferences you attended, discussions you had with the team members as an answer to this question.

Question - 10:

What have you learned from mistakes on technical support job?

Ans:

Everyone who works commits mistake. You don't lose if you have also made some mistakes at work. However, it is more important to learn a lesson from it and never repeat the same mistake. To answer this question you can talk about some mistake you did and focus on what you learnt from it and that you never repeated it.

Question - 11:

Tell me about your basic technical experience and qualifications?

Ans:

You can consider this question as an ice breaker. You will find yourself facing this question in almost all the interviews for this position. An effective answer to this question will summarize your basic technical qualification along with some information about the technologies and products you have worked on. Here, you can go on to talk about any revolutionary or recent technology you have worked on. For e.g. "I have completed by BE - Electronics with 78% marks and have a 2 years experience of working in the industry of security softwares. I have the privilege of working in the team which developed and supported the revolutionary Winsock Layer technology". The trick is to put the full stop at the right place to provoke the desired next question. With this answers, you can immediately expect a questions "What is Winsock Layer Technology?"

Human Resource (HR) Most Popular & Related Interview Guides

Follow us on FaceBook
www.facebook.com/InterviewQuestionsAnswers.Org

Follow us on Twitter
https://twitter.com/InterviewQA

For any inquiry please do not hesitate to contact us.

Interview Questions Answers.ORG Team
https://InterviewQuestionsAnswers.ORG/
support@InterviewQuestionsAnswers.ORG