

# **Technical Support Manager Job Interview Questions And Answers**



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# Technical Support Manager Interview Questions And Answers Guide.

### **Question - 1:**

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

#### **Ans:**

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 - 2:**

Give me an example of a time when you were able to successfully communicate with another person even when that individual may not have personally liked you (or vice versa). How did you handle the situation? What obstacles or difficulties did you face? How did you deal with them?

#### **Ans:**

First, the key is to state the differences in personality to give the interviewer some background. Second, you want to discuss how that was affecting the situation. Third, show how you were able to adapt to the way the person wanted to be communicated with to achieve your goals

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### **Question - 3:**

What education or training have you had that makes you fit for this profession As Technical Support Manager?

#### **Ans:**

This would be the first question asked in any interview. Therefore, it is important that you give a proper reply to the question regarding your education. You should have all the documents and certificates pertaining to your education and/or training, although time may not allow the interviewer to review all of them.

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### **Question - 4:**

Basic 15 Interview Questions that Test Communication Skills As Technical Support Manager:

#### **Ans:**

For most jobs, communication skills As Technical Support Manager are important. It's hard to work as a team if people aren't communicating well.

At some jobs, like customer service or sales, communication skills are an absolute essential.

These questions are meant to help gauge a candidate's ability to communicate.

1. How do you prefer to build rapport with others?
2. How would you go about simplifying a complex issue in order to explain it to a client or colleague?
3. How would you go about persuading someone to see things your way at work?
4. How would you go about explaining a complex idea/problem to a client who was already frustrated?
5. What would you do if you there was a breakdown in communication at work?
6. Talk about a successful presentation you gave and why you think it did well.
7. How would you explain a complicated technical problem to a colleague with less technical understanding?
8. Do you prefer written or verbal communication As Technical Support Manager?
9. Describe a time when you had to be careful talking about sensitive information. How did you do it?
10. What would you do if you misunderstood an important communication on the job?
11. Talk about a time when you made a point that you knew your colleagues would be resistant to.
12. Is it more important to be a good listener or a good communicator As Technical Support Manager?
13. Tell me about a time you had to relay bad news to a client or colleague.
14. Rate your communication skills on a scale of 1 to 10. Give examples of experiences that demonstrate the rating is accurate.
15. How have you handled working under someone you felt was not good at communicating?

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### **Question - 5:**

What's your management style?



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**Ans:**

The best managers are strong but flexible, and that's exactly what you want to show off in your answer. (Think something like, "While every situation and every team member requires a bit of a different strategy, I tend to approach my employee relationships as a coach...") Then, share a couple of your best managerial moments, like when you grew your team from five to 15 or coached an underperforming employee to become the company's top employee.

[View All Answers](#)**Question - 6:**

You have a project due in one hour but a more important emergency that affects business needs to be fixed immediately, what do you do?

**Ans:**

Focus on the issue that impacts the business most first.

[View All Answers](#)**Question - 7:**

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

**Ans:**

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.

[View All Answers](#)**Question - 8:**

What specific steps do you utilize in solving workplace problems?

**Ans:**

Analyze the problem As Technical Support Manager. Discuss possible remedies and resulting outcomes. Decide on the remedy and track results. Re-visit problem if it's not resolved.

[View All Answers](#)**Question - 9:**

Tell me about a time you failed?

**Ans:**

Everyone has failed, so don't play dumb or claim you've never messed up As Technical Support Manager. Think of a time when a work-related situation didn't turn out quite as you had hoped. An interviewer is interested in seeing how you took responsibility for your failure, what you learned from it, and how you would prevent similar failures from happening again.

[View All Answers](#)**Question - 10:**

Tell us something about yourself?

**Ans:**

Bad Answer: Candidates who ramble on about themselves without regard for information that will actually help the interviewer make a decision, or candidates who actually provide information showing they are unfit for the job.

Good answer: An answer that gives the interviewer a glimpse of the candidate's personality, without veering away from providing information that relates to the job. Answers should be positive, and not generic.

[View All Answers](#)**Question - 11:**

Are you willing to work overtime or odd hours?

**Ans:**

Be completely honest. You don't want to lie to get the job if you're not going to work the hours required.

[View All Answers](#)**Question - 12:**

What kind of work interests you the least As Technical Support Manager?

**Ans:**

What bores you? What fails to challenge you? What fails to excite you?

[View All Answers](#)**Question - 13:**

Think about the changes you have seen and tell me how you handle change?

**Ans:**

You can cite personal life changes, work place changes, career changes, technology change, industry change. The key is to discuss how seeing or experiencing that change has helped your development. For example, the recent changes in social media has broadened my horizons and helped me learn new forms of efficient marketing.

[View All Answers](#)**Question - 14:**



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What can you offer us that someone else can not?

**Ans:**

Bad Answer: Going negative - if the candidate starts trash talking other candidates, it's a sure sign of a bad attitude. Also, if they can't provide a solid answer, it may show that they lack thorough knowledge of the skills the job requires, and an understanding of where they fit in.

Good answer: The candidate can name specific skills, abilities or understandings they have that apply directly to the job that other candidates are unlikely to have, or are in short supply.

[View All Answers](#)

**Question - 15:**

What have you learned from mistakes on the job?

**Ans:**

Candidates without specific examples often do not seem credible. However, the example shared should be fairly inconsequential, unintentional, and a learned lesson should be gleaned from it. Moving ahead without group assistance while assigned to a group project meant to be collaborative is a good example.

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**Question - 16:**

Tell me about the most fun you have had on the job?

**Ans:**

When answering this question, discuss situations where you completed tasks benefitting your previous employers.

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**Question - 17:**

The change in the business industry now requires you to have a new set of skills you have to learn, how do you react to that?

**Ans:**

First, find out which skills are the ones that you're currently lacking. Then identify what the steps would be to acquire/build those skills. Then take action to do so.

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**Question - 18:**

How do you measure success?

**Ans:**

There may be several good answers. Some include: you're able to set realistic, yet aggressive goals that push you and you're able to achieve them, you go the extra mile on all projects, client satisfaction is high, your boss is elated at your performance on all projects, etc.

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**Question - 19:**

Have you ever been caught stealing, or better yet, have you ever stole anything?

**Ans:**

I guess everyone takes a pen or paper or little things like that. But other than that, NO. I have never stole from my employers or better yet As Technical Support Manager, from anyone.

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**Question - 20:**

In your last job what kinds of pressure did you encounter and how did you react As Technical Support Manager?

**Ans:**

Do not show your fear or uneasiness in handling pressure. Everyone likes to have a worker who can handle pressure calmly and with a clear train of thought. Show how you would logically come to a conclusion in a pressure filled situation.

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**Question - 21:**

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

**Ans:**

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 Technical Support Manager. 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 - 22:**

What do you know about this company?

**Ans:**

Research the company on Google by searching recent news (to remain current on them) and their website. Make sure you understand their products / services, vision, competitive differentiators, and work culture.



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### **Question - 23:**

Are You a 'People' Person?

#### **Ans:**

Although it may be phrased a little differently, the gist of this question is clear:

Do you like being around people? If you don't, being a medical assistant isn't a good fit for you. After all, you'll be working directly with patients throughout the day. It helps a lot if you sincerely like interacting with them. While answering this question, make sure to mention that you like helping people too. This will drive home the point that you are a talented medical assistant and would be a valuable part of the team As Technical Support Manager.

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### **Question - 24:**

Why should I hire you As Technical Support Manager?

#### **Ans:**

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 - 25:**

How do you prioritize your work initiatives As Technical Support Manager?

#### **Ans:**

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 - 26:**

Describe what a bad work environment would look like to you As Technical Support Manager?

#### **Ans:**

There could be a multitude of things to discuss here: Business ethics (wrongdoing), inconsiderate teammates, non-supportive management, a product that does not do what you're promising customers and so forth.

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### **Question - 27:**

What is your perception of taking on risk?

#### **Ans:**

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 - 28:**

Did the salary we offer attract you to this job?

#### **Ans:**

The interviewer could be asking you this question for a number of reasons. Obviously, the salary is an important factor to your interest in this job, but it should not be the overriding reason for your interest. A good answer to this question is, "The salary was very attractive, but the job itself is what was most attractive to me."

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### **Question - 29:**

What does your professional network look like?

#### **Ans:**

If you have a professional network, discuss it detail (# of contacts, people you know, their positions and what you've learned from them or how you've worked with them). If you don't have one, discuss how you would develop one (career fairs, networking events for that industry, through your existing friends, etc)

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### **Question - 30:**

What other companies are you interviewing at?

#### **Ans:**

Be open and share if you are indeed interviewing elsewhere, but do it in a humble way. This way you don't seem arrogant and the interviewer knows your skills are valued by other companies. This also tends to make them want you more as they know they are competing for your services.

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### **Question - 31:**

What differentiates this company from other competitors?



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**Ans:**

Be positive and nice about their competitors but also discuss how they are better than them and why they are the best choice for the customer. For example: "Company XYZ has a good product, but I truly believe your company has a 3-5 year vision for your customer that aligns to their business needs."

[View All Answers](#)**Question - 32:**

Describe a time when you've been overwhelmed with work?

**Ans:**

Show how you were able to over the "overwhelmed" feeling - by delegating tasks, getting people on your team to help you out, or by prioritizing your work and focusing on the most important issues first As Technical Support Manager.

[View All Answers](#)**Question - 33:**

What type of personalities do you work best with and why?

**Ans:**

Think of which personalities you work best with (do you like outgoing, collaborative, personable working relationships and so forth?)

[View All Answers](#)**Question - 34:**

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

**Ans:**

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

[View All Answers](#)**Question - 35:**

How well do you multi-task?

**Ans:**

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 As Technical Support Manager and the reason it because I'm good at prioritizing my work emails.

[View All Answers](#)**Question - 36:**

Have you ever been fired and if yes, why?

**Ans:**

Answer this as positively as possible and try to avoid disparaging the company you had previously worked for. The key is to accept the fact that yes, you were fired, but you've learned from the mistakes that got you there and you're better now because of it. If you haven't been fired, well, then this question's a piece of cake isn't it?

[View All Answers](#)**Question - 37:**

What motivates you to succeed?

**Ans:**

Your interviewer will likely want to know the reasons why you will remain motivated to do your best during your employment with the company As Technical Support Manager. Perhaps you are interested in being challenged, but you may also have interest in being recognized for your hard work in the form of the number of sales you can attain. A great example answer for this question is "I always do my best in everything, including my job. I take pride in my success, and I also want the company for which I work to be successful. Being affiliated with a company that is known for its excellence is very important to me."

[View All Answers](#)**Question - 38:**

Was there a person in your career who really made a difference?

**Ans:**

If you can't think of one, you need to get a mentor QUICKLY! Mentors can come in the form of peers, family members, co-workers, management / leaders at a company and so on.

[View All Answers](#)**Question - 39:**

Did you get on well with your last manager?

**Ans:**

A dreaded question for many! When answering this question never give a negative answer. "I did not get on with my manager" or "The management did not run the business well" will show you in a negative light and reduce your chance of a job offer. Answer the question positively, emphasizing that you have been looking for a career progression. Start by telling the interviewer what you gained from your last job As Technical Support Manager



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**Question - 40:**

What types of situations do you consider "unfixable"?

**Ans:**

Most situations are "fixable" - the ones that are not are typically related to business ethics (someone is cheating the company, someone is stealing, etc)

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**Question - 41:**

Can you perform Internet research? Please describe to me your steps in doing so?

**Ans:**

Internet research can entail Google searches, industry sites, news articles, social networks and company websites.

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**Question - 42:**

What do you think of your previous boss?

**Ans:**

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 - 43:**

Explain me about your experience working in this field As Technical Support Manager?

**Ans:**

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 - 44:**

What do you know about this department?

**Ans:**

One good way to find out about the department is to try to "informally" interview the existing employees over coffee (outside of the office) if possible. It's hard if you don't have any connections there, but if you do a great way to learn about it. Other than that, it's often hard to learn about the department so you can turn the table back on them by asking questions to learn about it.

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**Question - 45:**

How do you keep each member of the team involved and motivated?

**Ans:**

Many managers mistakenly think that money is the prime motivator for their employees. However, according to surveys by several different companies, money is consistently ranked five or lower by most employees. So if money is not the best way to motivate your team, what is?

Employees' three most important issues according to employees are:

- \* Respect
- \* A sense of accomplishment
- \* Recognition

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**Question - 46:**

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

**Ans:**

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 - 47:**

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

**Ans:**

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 - 48:**

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

**Ans:**



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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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### **Question - 49:**

How would you go about establishing your credibility quickly As Technical Support Manager with the team?

#### **Ans:**

Fully understand my responsibilities, work hard and exceed expectations, learn as much as possible, help others as much as possible, understand what my teammates' goals and needs are, be on time, and gain a mentor.

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### **Question - 50:**

What would you do if our competitor offered you a position As Technical Support Manager?

#### **Ans:**

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

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### **Question - 51:**

How have you changed in the last five years?

#### **Ans:**

All in a nutshell. But I think I've attained a level of personal comfort in many ways and although I will change even more in the next 5-6 years I'm content with the past 6 and what has come of them.

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### **Question - 52:**

What are your salary expectations As Technical Support Manager?

#### **Ans:**

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 your 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 - 53:**

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

#### **Ans:**

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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### **Question - 54:**

What kind of salary do you need As Technical Support Manager?

#### **Ans:**

This is a loaded question and a nasty little game that you will probably lose if you answer first. So, do not answer it. Instead, say something like, that's a tough question. Can you tell me the range for this position? In most cases, the interviewer, taken off guard, will tell you. If not, say that it can depend on the details of the job. Then give a wide range.

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### **Question - 55:**

What was the most important task you ever had?

#### **Ans:**

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 - 56:**

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

#### **Ans:**

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



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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 - 57:**

What was the biggest professional risk you have taken and what was the outcome?

#### **Ans:**

First discuss how you weighed the pros and cons of the risk and the results you'd believe you could achieve. Then discuss the action plan you put into place for it and outline that step by step. Then discuss the outcome and if it wasn't optimal talk about what you would do differently in hindsight.

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### **Question - 58:**

Do you work well under pressure?

#### **Ans:**

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 - 59:**

How would you define success?

#### **Ans:**

Success is defined differently for everybody. Just make sure the parameters are defined by you with regards to work life balance, financial gain, career growth, achievements, creating meaningful work / products and so forth. If you can clearly articulate what it means to you that is a strong answer.

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### **Question - 60:**

What is your desired salary As Technical Support Manager?

#### **Ans:**

Bad Answer: Candidates who are unable to answer the question, or give an answer that is far above market. Shows that they have not done research on the market rate, or have unreasonable expectations.

Good answer: A number or range that falls within the market rate and matches their level of mastery of skills required to do the job.

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### **Question - 61:**

What general trends do you see in our industry?

#### **Ans:**

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 - 62:**

Tell me the difference between good and exceptional?

#### **Ans:**

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 - 63:**

What problems have you encountered at work?

#### **Ans:**

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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