Technical Support Interview Questions

If a customer's query is too challenging for your first-level support, it is redirected to Technical Support department. Tech support specialists are able to detect any operating bug and solve it. They are fast-responsive, polite, and savvy about computers and everything that comes with them. If you intend to hire a professional, pay attention to the applicant's CV and carefully examine the Higher Education and Skills sections. Apart from a proven technical degree, your ideal candidate should at least understand the basics of your industry or a relevant field.

Technical Support Interview Questions differ from company to company, depending on their specifics. Nevertheless, the basic set of interview questions is supposed to highlight the applicant's overall job capacity, along with technical and interpersonal skills, and previous work experience.

To facilitate the seeking process, we've drafted the list of typical questions for a fruitful job interview. Bear in mind that these questions can be customized to your preference. Feel free to add any tricky questions you like; we only encourage you to follow the suggested sectioning.

Operational questions

Make use of these questions to evaluate the job seeker's software proficiency:

Which desktop operating systems are you familiar with?
Explain the main purpose of BIAS.
Name some versions of Windows XP. Which have you worked with?
What computer ports can you mention?
What is the latest Computer Processor you've run?
How would you rate your knowledge of ERP software?
Describe the antivirus software installation process.

Situational questions

The following set of questions is based on the potential employee's past performance in technical support. The applicant's detailed answers will eliminate the unnecessary muddle. And you'll get a complete vision of how they managed to combine technical knowledge with communication skills.

If a customer is dissatisfied with the speed of their computer performance, what would you suggest to check?
Describe your troubleshooting process.
Have you ever dealt with a troublesome customer? How did you fix it up?
How would you react if a customer accused you of something that is beyond your competence?
Describe yourself from the standpoint of a problem solver.
What aspects of desktop support do you perceive as most/least engaging?

Behavioral questions

This section of interview questions touches upon the job seeker's personal qualities and interpersonal skills:

How do you assess your management abilities?
If your former manager was here right now, what would they tell you?
How would you evaluate your stress-resistance?
How do you stay current with the new technological achievements?
The key to a successful interview: introductory part, in which you speak about yourself and your demands; the body, when you focus on the applicant's soft and hard skills by asking them various questions; and the final part, where you answer the interviewee's questions if any.