



1670 Broadway, Suite 2215. Denver, CO 80202

Screening Test/Interview Questions for Technical Support Engineer (Remote) Position

Instructions: Please precede all your answers with the question you are answering. Use acronyms only after you've explained them. Use correct spelling and grammar.

Candidate's Name:

1. What made you get into Technical Support?
2. How would you handle a situation where a user's software application is crashing intermittently??
3. Describe a time when you went above and beyond to help a customer and how your behavior impacted the situation.
4. How do you approach a situation where you don't know the immediate solution to a problem?
5. Are you comfortable using imaging software?
6. What remote desktop tools are you familiar with, and which do you prefer for troubleshooting remote systems?
7. How do you decide when to escalate a ticket to higher-tier support staff?
8. How would you handle a support request where the user claims they are unable to log into a secure system?
9. How do you communicate with customers who aren't tech-savvy?
10. How do you measure your success as a Technical Support Engineer?
11. How do you handle stress or high workloads during peak support hours or technical outages?
12. Tell me about your experience working remotely.
13. What is your preferred method of support – in person or via remote desktop?

IQGeo's end-to-end geospatial network management software provides a single platform across planning, design, construction, operations and maintenance, and sales and marketing processes for telecom, fiber, and utility network operators.

Technical Support Engineer Responsibilities:

- Respond to client support queries and provide prompt support through various communication channels (email, phone, or chat).
- Diagnose issues with computer software and hardware.
- Use software diagnostic tools to identify problems.
- Guide clients through basic troubleshooting and problem-solving processes.
- Provide basic end-user training.
- Create knowledge articles, training manuals, and customer-facing materials. •
- Draft written customer communication and respond to internal support channels.
- Complete support tickets.
- Participate in an On-Call Rotation and potentially work various shifts.
- Make recommendations to improve operational efficiency.

Technical Support Engineer Requirements:

- Associate's degree or above in computer science, information systems, or related field.
- Prior experience working on a helpdesk, in IT, or similar technical function.
- Excellent problem-solving and troubleshooting skills.
- The ability to communicate technical information in an accessible manner to nontechnical employees.
- Basic knowledge of networking principles and operating systems.
- Vendor relations and customer-service focus.
- Collaborative mindset and hands-on problem-solving ability.
- Knowledge of script languages such as Python, JavaScript, Java, C#, etc.
- Basic PC hardware/software skills obtained from technical training or equivalent previous experience
- Attention to detail and good problem-solving skills
- Good written and verbal communication

Compensation

Compensation is \$60 per hour.

Place of Work

Remote Full Time

