**Interview Question Bank**

**Opening Question**

* **Tell me about yourself?**
* Walk me through your resume

**General**

* What do you know about our company, and why would you want to work here?
* What would make you choose our company over others?
* Why are you interested in this position?
* Why did you leave your last job? OR Why are you leaving your current job?
* What are your greatest strengths?
* What is your greatest weakness?
* Why should we choose you over other candidates?
* How do you imagine a typical day at work?
* What do you think are the characteristics of the ideal person for this position?
* Why are you interested in transitioning into tech?
* What is your idea of quality customer service and how do you know when you have delivered it successfully?
* Where do you see yourself in the next 5 years?
* What are the three things that are most important to you in a job?
* What is the most interesting thing about you that is not on your resume?
* Describe the best supervisor/coworker you have ever worked with. What part of their management style appealed to you?

**Behavioural**

* Tell me about a time where you have made a mistake. What did you learn from the experience?
* Tell me about a time when you have been asked to do something you have never done before. How did you react? What did you learn?
* Tell me about the biggest change you have had to deal with. How did you adapt to the change?
* Tell me about a time where you have had to adjust to a colleague’s working style in order to complete a project.
* Tell me about the toughest decision you have had to make in the last 6 months.
* Give me an example of a time where you had to work with someone that was difficult to get along with. How did you handle your interactions with this person?
* Give me an example of a time you faced a conflict while working on a team. How did you handle that?
* Tell me about a time you needed to get information from someone who wasn’t very responsive. What did you do?
* Describe a situation where you disagreed with a supervisor.
* Tell me about your experience at NPower Canada. What have you learned? What have you accomplished? How will this relate to the position we are looking to fill?
* Tell me about a time where you had to juggle multiple projects at the same time. How did you organize your time? What was the result?
* Describe a time where you felt stressed and overwhelmed. How did you handle it?
* Tell me about a time where you had to deal with an irate client. How did you handle it?
* Tell me about a time where you have gone above and beyond the call of duty to get the job done. What did you do?
* Tell me about a time where you had to simplify a complex process or concept to a client. How did you handle it?
* Give me an example of a time when you did not meet a client’s expectation. What happened, and how did you attempt to rectify the situation?
* When you’re working with a large number of customers, it’s tricky to deliver excellent service to them all. How do you go about prioritizing your customers’ needs?
* Describe a time when you saw some problem and took the initiative to correct it rather than waiting for someone else to do it.
* Give me an example of a time you made a decision that was unpopular and explain how you handled implementing it.
* Tell us about your greatest career accomplishment.

**Technical/Situational**

* What help desk tools have you used in the past?
* What tools have you used for logging and dating calls?
* How do you stay up to date on your knowledge of your products and services?
* If you were unsure how to handle an unfamiliar technical issue, what would you do?
* A caller reports that their monitor has blacked out. How would you troubleshoot?
* It seems that a caller has destroyed a product and asked your company to fix or replace it. How would you proceed?
* Walk us through the steps of adding a new printer to a user’s network.
* Walk us through the steps of installing antivirus software.
* Describe a time you solved a help desk call with one of your team members.
* Your task is to install the same operating system on twenty computers, all of them on the same network, all of them having the same basic configuration. Define the main steps you would take to carry out the installation with as little interruption to workflow as possible.
* Imagine there is a network of fifteen computers and your task is to add a new user to this network. How would you proceed?
* You have the administrator account and one of the users forgot their password. How would you reset their password? How would you instruct the user?
* One of the users complains that every time they run their web browser, the screen says it cannot load the homepage because a virus was detected, or a malware. How would you proceed in troubleshooting this particular problem?
* One of the users calls you complaining that their computer has been extremely slow for the past 48 hours. Define the troubleshooting process step-by-step.
* Give an example of where you have applied your technical knowledge in a practical way.
* What would you do if a frustrated customer complained about a widely known
* problem with the company’s product?
* What is one thing you learned recently in tech and what do you do to keep up to date with the new developments?

**Closing Question**

* **Do you have any questions for me?**

**SOURCES:**

30 Behavioural Questions to Identify High Potential Candidates by LinkedIn Talent Solutions

[30 Behavioral Interview Questions You Should Be Ready to Answer](https://www.themuse.com/advice/30-behavioral-interview-questions-you-should-be-ready-to-answer) (via The Muse)

[30 Behavioral Interview Questions to Prepare For (with Example Answers)](https://www.indeed.com/career-advice/interviewing/most-common-behavioral-interview-questions-and-answers) (via Indeed)

[Top 40+ Most Common Job Interview Questions and Best Answers](https://zety.com/blog/job-interview-questions-and-answers) (via Zety)