

7 Technical Support Interview Questions and Answers

What made you get into technical support?

Example: "I decided to go into technical support because I've been fascinated by technology all my life, and I also love working with people. I want to use my technical know-how to directly solve issues customers are having. I want to be the person that makes life easier and more enjoyable for folks who've run into a problem."

Why did you apply to our company?

Example: "I applied to your company because your team is making life easier and more enjoyable for millions of people. The scale of your work is tremendous, and I feel like my work here can have a real positive impact. I also love the company culture and how there's a focus on teamwork and collaboration."

What makes you qualified for this job?

Example: "I feel that I'm qualified because I have a bachelor's degree in computer science. I have advanced skills with customer support tools like Zendesk. Also, I have five years of experience as a technical support specialist in the software industry. I know your company operates on global scale, and I can provide support in both English and Spanish."

What is your troubleshooting process?

Example: "I first gather info and facts from the customer, then identify and verify the issue. Next, I try common quick fixes. If that's not successful, I use additional resources to research the issue. Once a solution is found, I perform appropriate repairs or replacement if necessary. After the solution is implemented, I test thoroughly to ensure everything is OK."

Describe a time when you went above and beyond to help a customer.

Example: "At my previous company, I remember one customer had an issue that kept happening. The common fixes we were using were only temporarily solving the problem. After doing a bit of research, I was able to design and develop a new solution. I called the customer personally and implemented the repair."

Is technical knowledge or customer service more important?

"First, let me say that customer service skills are very important. You must be able to empathize with people and address needs. Good communication is crucial. With that said, I have a technical background, and I understand the amount of knowledge you need to actually solve issues. Technical skills are more important because, without in-depth knowledge of the hardware and software, you won't be able to efficiently do your job."

Where do you see yourself in five years?

Example: "In this position, I plan to add skills and experience. Honestly, I would like to move into a management role in technical support within five years. What I really like about this company is how they actively develop employees. I feel like I can consistently improve here and move into bigger roles for your organization."