Vervoe Interview Guide

IT Support Technician

This interview guide is intended to be used in conjunction with the Vervoe skills assessment. Where a candidate has scored Low - Medium on a skill, focus on asking more questions from that skill to gain deeper insight into their level of competency.

Assessment score (%)	HIGH MEDIUM LOW
Assessment Skills	Customer service, communication, technical knowledge

Competency/Skill	Candidate with this will display	Low	Medium	High
IT Support	• Strong understanding and technical knowledge of IT - demonstrated in a skills assessment • Ability to explain technical jargon in easy to understand terms, to non-technical people			
Questions				
	What operating systems have you worked with before or are you comfortable in working with?			
	What are some of the trends you're seeing in the industry?			
	How do you stay updated with advancements in the industry?			

Comments

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Process Improvement

Competency/Skill	Candidate with this will display	Low	Medium	High
Customer Service	• Prioritizes customer service in all dealings • Professional and friendly phone manner			
Questions				
	What's your favorite aspect of your role in IT Support?			
	Explain a time where you have had to troubleshoot for someone that was angry and blaming you for their IT issues. How did you handle this?			
	How do you maintain customer service in high-pressure environments?			

Comments

Technical Knowledge

Competency/Skill	Candidate with this will display	Low	Medium	High
Technical Knowlege	• Strong knowledge between hardware and software • Demonstrated ability to troubleshoot issues with both			
Questions				
	What are some questions you would use to identify a user's problem?			
	Describe a situation where you have had to help a customer with a hardware problem.			
	Describe a situation where you have had to help a customer with a software problem.			
	What was the most complex issue you've had to resolve?			

Comments

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Communication

Competency/Skill	Candidate with this will display	Low	Medium	High
Communication	• Clearly articulates problems and solutions verbally and written • Maintains updated information to users and internally			
Questions				
	How would you explain a technical term to a non-technical person?			
	How do you update users on problems/solutions?			
	Describe a time where you have failed to provide clear communication or directions to someone. What was the situation and how did you rectify this?			

Comments