



Altus Group

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Screening Test/Interview Questions for Technical Support Specialist (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. Are you currently employed?
2. Can you describe your experience with troubleshooting hardware and software issues?
3. How do you prioritize and manage multiple technical support tickets?
4. Can you give an example of a time when you resolved a complex technical issue for a customer?
5. How do you stay updated with the latest technology and industry trends?
6. How do you handle a situation where you are unable to solve a customer's problem immediately?
7. Can you explain your process for diagnosing network connectivity issues?
8. How do you ensure effective communication with non-technical users when providing support?
9. What tools and software do you use for remote troubleshooting and support?
10. How do you handle confidential or sensitive information when providing technical support?
11. Can you describe a situation where you had to escalate an issue to a higher-level technician?
12. How do you document and track support issues and resolutions?
13. What steps do you take to ensure customer satisfaction during and after a support interaction?
14. How do you approach learning a new software or system that you are unfamiliar with?
15. Can you provide an example of how you have improved a technical support process or workflow?
16. How do you balance the need for quick resolution with the importance of thorough troubleshooting?

Job Description;

- Monitor the system, emails, and Slack channels and triage incoming requests from clients (or, commonly, from internal team members on behalf of clients)
- Create tickets for all requests arriving via non-ticketing channels.
- Troubleshoot and resolve any incidents requiring technical solution.
- Assign non-technical requests to client services managers.
- Escalate issues to Development or Data Analysis teams as necessary, but with a goal of learning and increasing over time one's ability to resolve issues without assistance.
- Document all support activity thoroughly in ticketing system.
- Monitor and follow up on issues requiring input or activity from a different team.
- Document support processes and identify opportunities for process improvement.
- Create templates for handling frequently occurring requests.
- Assist the new client implementation teams with setup tasks.
- Maintain communications with internal stakeholders throughout the problem resolution process.

Benefits:

- 401(k)
- Dental insurance
- Health insurance
- Paid time off
- Vision insurance

Salary range: \$124,000- \$135,000 annually

