CALIFORNIA STATE UNIVERSITY
BAKERSFIELD™

Human Resources

Search Committee Interview Questions & Guide

Human Resources
California State University, Bakersfield
9001 Stockdale Hwy. • 37 ADM • Bakersfield, CA 93311

661.654.2266 Fax 661.654.2299 *csub.edu/bas/hr*

Table of Contents

PREPARING FOR AND CONCUCTING THE INTERVIEW 3
INTERVIEW QUESTION EXAMPLES 4
OPENING & CLOSING 4
ADAPTABILITY 4
ATTENTION TO DETAIL 5
BEHAVIORAL 5
CHANGE AGENT ..... **Error! Bookmark not defined.**
COMMUNICATIN SKILLS 6
CUSTOMER SERVICE 7
DIVERSITY 8
FISCAL 8
FLEXIBILITY ..... **Error! Bookmark not defined.**
INITIATIVE 9
LEADERSHIP 9
LEARNING ORIENTATION 10
MANAGEMENT & SUPERVISORY 12
PROBLEM SOLVING ..... **Error! Bookmark not defined.**
PROJECT & TIME MANAGEMENT 10
TEAMWORK & COLLABORATION 11
TRAVEL COORDINATION 11
STRATEGIC THINKING 11
WORKING UNDER PRESSURE ..... **Error! Bookmark not defined.**

PREPARING FOR AND CONCUCTING THE INTERVIEW

Developing Interview Questions:

There are several types of interview questions that might be asked. Depending on the type of position that is being interviewed for, the content of these questions should be modified to reflect the level and complexity of the position being recruited.

When preparing for an interview, first review the job announcement. Study the duties and responsibilities of the assignment and the job requirements to determine the knowledge, skills, and abilities necessary to perform the job. Determine the qualifications a candidate needs to successfully perform the job. Rank these qualifications in order of importance. Use these qualifications to develop your questions. Be sure to consider the major job duties and essential functions on the position description when creating your interview questions.

Structure the questions so the candidate will be able to answer with enough information for the Qualifications Appraisal Board to assess the candidate's competency relative to the questions. Questions may be asked about job-related knowledge and skills, education and training (if job related), type of experience and behavioral related questions.

Questions that are not directly job-related ***cannot*** be asked. This may include questions about:

Illegal Employment Inquiries

Subject	Definition	Examples of Illegal Inquiries
Name	Any inquiries regarding the candidate's current or previous names	What is your maiden's name? What is the origin of your name? Have you ever changed your name?
Residence	Questions regarding owning or renting a home	Do you live with anyone? How far is your commute?
Age	Any inquiry which may reveal candidate's age	When were you born? When did you graduate from high school?
National Origin/Citizenship	Any inquiry into birthplace, visa status, national origin or ancestry.	Where were you born? What is your native language?
Religion	Any inquiry which would identify religious denomination, beliefs, or religious observances	Do you observe any religious holidays? Do you belong to a church or a temple?
Sex & Marital Status	Any inquiry to indicate applicant's marital status and/or number of children Inquiries regarding pregnancy or birth control	Do you have a spouse or a partner? Do you plan to get married or have children?
Gender/Sexual Orientation	Any inquiry which would indicate applicant's gender or sexual orientation	What is your sexual orientation? Are you male or female?
Race/Color	Any inquiries around applicant's race or color	How do you identify racially? What's your ethnicity?
Disability	Any inquiry into the applicant's general health, medical condition, or mental/physical disability.	Do you need any accommodations to perform the job? Have you ever filed a workers' compensation claim?
Genetic Information	Any inquiry into current or past illness, medical/genetic information is not appropriate	How is your overall health status? When was the last time you visited the emergency room? Does your family have a history of chronic disease?
Military Service	Any inquiry into type of discharge, dates of service, or request for military service records	What type of discharge did you receive? Do you have any service-related injuries or disabilities?
Physical Appearance	Any inquiry or comment regarding candidate's physical appearance is not appropriate	How much do you weigh? Do you have any tattoos or piercings?

Conducting the Interview:

The goal is to objectively rate each candidate on their potential ability to perform the job successfully. Keep eye contact and show genuine interest in each candidate's qualifications. While each department's interviewing questions may differ, it is required to ask the same questions of each candidate per position. If you have doubts about the candidate's understanding of the question, or if their answer is not clear, try rephrasing the question to help clarify their response. Keep in mind the timeframe allotted to interview and allow each candidate enough time to thoroughly answer each question as well as potential follow up questions.

Evaluating the Candidate:

As a member of a Qualifications Appraisal Board, you must decide whether or not a candidate possesses the qualifications needed to perform the job. You should rank candidates according to the level or quality of knowledge,

skills, education **(if required)** and abilities necessary to perform the job. It is essential to evaluate each candidate on an equal basis. **All candidates should be asked the same set of interview questions (reviewed and approved by HR).** Preferred qualifications listed on the position description should also be a consideration.

Qualifications Appraisal Rating Form:
All members of the Qualifications Appraisal Rating Board must complete the Qualifications Appraisal Rating Form. The overall score for a candidate should be supported by the checks in the scoring columns. All scores will be averaged to determine the overall ranked order of applicants. Scores below a 70 must be justified with notes in the corresponding candidate's comments block on the Qualifications Appraisal Rating Form.

Interview Question Notes:
It is important for all members of the Qualifications Appraisal Board to legibly document candidate responses to all interview questions.

INTERVIEW QUESTION EXAMPLES

OPENING & CLOSING

OPENING:

- Briefly summarize your experience and how it is relevant to the position.
- Why do you want to work for the (insert name of department) and what is your understanding of the department's function?
- Tell us a bit about your work background, and then give us a description of how you think it relates to our current opening.
- Why are you interested in this position?
- What qualities and skill sets do you think you would bring to this position?
- Why are you leaving or considering leaving your current employer?
- What do you consider your professional strength? Your greatest professional weakness?
- What are your short-term and long-term career goals?
- Tell me about a typical day in your current position.
- What achievements were you most proud of in your most recent position?
- Provide us with a summary of your experience as it relates to this position and why you are interested in this position.
- What three things are most important to you in a position?
- What do you think makes a "good" organization? What makes a company "one of the best businesses" or "best places to work"?
- Describe your experience in working with the general public, academic personnel, or community organizations.

CLOSING:

- Please describe any other related experience that makes you an ideal candidate for this position.
- If the position required it, would you be willing to travel?
- If you were offered this position, when would you be available to start?
- Tell us anything else you would like us to know about you that will aid us in making our decision.
- What questions would you like to ask us?
- We occasionally have to travel and/or work an alternative schedule. Are you available to work nights and/or weekends?
- Why do you want to leave your current job/employer?
- What factors have led you to explore new career opportunities?
- Is there anything specific about our University or this role that attracted you to explore a change?

ADAPTABILITY & FLEXIBILITY

- Describe a time when you've had to learn a new process or skill.
- Tell me about a time when you've had to pivot away from a current project to address an urgent need.
- Tell me about a time when you dealt with a situation in which you did not have all the information. How did you handle it?
- Can you describe a situation where you had to quickly adjust to a significant change in your work environment or project? How did you handle it?
- How do you prioritize tasks when faced with multiple deadlines or unexpected changes in priorities?

- Can you give an example of a project or task that didn't go as planned? How did you adapt your approach to still achieve success?
- Tell me about a time when you had to step into a new role or take on additional responsibilities at work. How did you approach the transition?
- How do you handle feedback or constructive criticism about your work? Can you give an example of a time when you used feedback to adapt and improve?
- Give an example of a time when you were trying to meet a deadline, but you were interrupted and did not make the deadline. How did you respond?
- Give an example of a time when you had to quickly change project priorities. How did you do it?
- Suppose you are in a situation where deadlines and priorities change frequently and rapidly. How would you handle it?
- People react differently when job demands are constantly changing. How do you react to this?
- Have you ever disagreed with a decision that your boss has made? What did you do?

ATTENTION TO DETAIL

- We are seeking employees who focus on detail. What strategies have you used to prevent making mistakes?
- When there's a decision for a new critical process, how do you communicate step-by-step processes to ensure other people understand and will complete the process correctly?
- Tell us the steps you take to monitor the quality of your work in your current job.
- How do you decide when something is "good enough" or when it needs to be as close as possible to perfection? When have you had to make this determination? Explain.
- Tell us how the quality of your work impacts others around you. Give an example.
- Have you had to handle a lot of details in your previous positions? Please describe how you ensured accuracy in your work product?
- Give me an example of a time when you found errors in your work. What caused the errors? How did you correct your mistakes?
- How do you manage details so that they don't fall through the cracks?

BEHAVIORAL

- What are some positive aspects of your last employment/employer? What are some negative aspects?
- Describe your ideal work environment?
- Give me a specific example of a time when you used good judgment and logic in solving a problem.
- Give me an example of a time when you set a goal and were able to meet or achieve it.
- Tell me about a time when you had to use your presentation skills to successfully present an idea.
- Give me a specific example of a time when you had to conform to a policy with which you did not agree.
- Tell me about a time when you had to go above and beyond the call of duty in order to get a job done.
- Tell me about a time when you had too many things to do, and you were required to prioritize your tasks.
- Give me an example of a time when you had to make a split-second decision.
- What is your typical way of dealing with conflict? Give me an example.
- Tell me about a time you were able to successfully worked with another person even when that individual may not have personally liked you (or vice versa).
- Tell me about a difficult work related decision you've made in the last year.
- Give me an example of a time when something you tried to accomplish and failed.
- Give me an example of when you showed initiative and took the lead.
- Tell me about a recent situation in which you assisted a very upset customer or co-worker.
- Give me an example of a time when you motivated others.
- Give me an example of a time when you used your fact-finding skills to solve a problem.
- Describe a time when you anticipated potential problems and developed preventive measures.
- Can you share an example of a mistake or failure you've experienced, and how you turned it into a learning opportunity?
- What are the characteristics of an effective manager? (maybe put in teamwork section?)
- What management style do you prefer to work under? (maybe put in teamwork section?)
- We all have parts of our jobs that we don't especially enjoy doing. Tell me about a situation when you were asked to perform one of those tasks.
- Describe your experience working with sensitive or confidential matters. What does confidentiality mean to you and how do you protect the integrity of confidential information?

CAREER GOALS AND SELF DEVELOPMENT

- What career path have you established for yourself and how does this position fit into your plans?
- How do you measure success on the job?
- What keeps you challenged and motivated to do your best?
- What have you done to be more effective in your position?
- What are you currently doing to improve your overall performance?
- Can you describe your short-term and long-term career goals, and how you plan to achieve them?
- How do you prioritize self-development and continuous learning in your professional life?
- What strategies do you use to stay updated with industry trends and developments?
- Can you discuss a time when you took the initiative to enroll in a training program or seek out a mentor to further your professional development?
- Can you provide an example of a time when you identified a skill gap and took steps to address it?
- How do you prioritize your professional development and ensure continuous learning?
- What achievements were you most proud of in your most recent position?

ANALYTICAL, PROBLEM SOLVING, CHANGE MANAGEMENT AND CREATIVITY

- Have you ever had to persuade a peer, group or superior to accept a proposal or idea? How did you go about doing it? What was the result and how did you feel about it?
- Describe a time you recommended a change to procedure. What did you learn from that experience? How did you apply that learning in other situations?
- Tell us about a time when big changes took place in your job. What did you do to adjust to the change?
- Tell me about a time when you've had to use your analytical skills to solve a problem.
- Have you ever had to introduce a change into your department that was met with resistance? How did you handle the situation?
- How often has your work been interrupted by unforeseen circumstances? What do you do when this happens?
- Tell me about a time when you anticipated potential problems and developed preventive measures.
- Have you ever had to make an important decision when your boss was away? What were the circumstances and outcome?
- Have you ever had to champion an unpopular change? What was the situation and how did you handle it?
- Can you provide an example of when you had to think critically to identify the root cause of a problem?
- How do you assess the validity and reliability of sources when conducting research or gathering information?
- How do you prioritize tasks when faced with multiple competing demands and limited resources?
- Give an example of a situation where you had to make a decision based on incomplete information. How did you approach the decision-making process?
- Can you discuss a time when you had to identify assumptions underlying a problem or argument and evaluate their validity?
- Can you describe a project or task where you had to come up with creative solutions to overcome a challenge?
- If you were tasked with improving [a specific process or product], what innovative ideas would you propose?
- Please describe a project where you used graphics or marketing materials that effectively communicated a brand's message or campaign.
- Tell me about a time when you had limited resources and were able to bring a project to the finish line.
- Describe the most challenging work problem you faced in your last job.
- Walk me through a scenario of a process you invented or improved.
- Describe the most complex problem you had to solve in your current/previous position.

COMMUNICATIN SKILLS

- Tell me about how you delivered project results to your manager.
- Describe a time when you resolved a conflict with a colleague in your past role.
- Give an example of how you carefully considered your audience prior to communicating with them. What factors influenced your communication?
- Describe a time you used your communication skills to negotiate with a difficult person.
- Have you ever given a presentation to a group? How did you prepare for it? What would you do differently?
- Describe a time when you were able to overcome a communication barrier(s).

- Tell us about a time when effective listening skills helped you in a problematic situation.
- Tell us about a time when you thought someone wasn't listening to you. What did you do?
- How well do you communicate with others? What communication techniques do you use?
- When do you think it is best to communicate in writing? When do you handle it face-to-face?
- How do you communicate and collaborate with your coworkers, and how significant is it in affecting your daily job functions?
- This is an email-heavy position. Tell us about a time when you didn't communicate things as clearly as you should have. What do you do differently now to ensure clear communication?
- Describe a time when you had to work with a team or manager who had a different work style or communication style from yours. How did you adapt to ensure effective collaboration?
- Explain a time when you've had to deliver tough feedback to a colleague.
- Have you ever had a time where you weren't successful in delivering a presentation? Why wasn't it successful? What would you do differently now?
- Give me an example of a time when you've had to give a presentation to a group on very short notice. How did you prepare? How well was it received?
- Describe a time when you had difficulty communicating your thoughts clearly to another person or group. How did you end up getting your point across?
- Tell me about a sensitive or volatile situation that required very careful communication.
- Tell me about a job experience in which you had to speak up in order to be sure that other people knew what you thought or felt.
- Tell me about a time when someone misunderstood something you said. How did you determine that you had been misunderstood. How did you make yourself clear?
- Describe a time you failed to communicate important information to your supervisor.
- Describe the most significant or creative written presentation you had to complete.
- Describe a time you created a report or gave a presentation that was well received by others.
- Tell me about a time where you didn't document something that you wish you would have.
- Give me an example of a time you used written communication to share information that, in hindsight, you realize should have been shared verbally. (ADA?)

CUSTOMER SERVICE

- Describe a situation where you've had to deliver bad news to a customer.
- Tell me about a time when you've resolved a problem for a disgruntled customer.
- Tell me about a time when you went out of your way to satisfy a customer. What was the outcome?
- What does customer service mean to you?
- Tell me about a time you wished you would have handled an unhappy, angry or irate customer a different way.
- Give me an example of something you have done to either develop or strengthen customer relationships.
- Describe for me something you did to establish a "customer first" mentality in your department.
- Tell me about a customer whose needs you spend considerable time learning about. What was the result of the time investment?
- Tell me about a customer who has stuck with over the years. What did you do to make this happen.
- Give me an example of a time when you acted as an advocate for a client or customer in the face of resistance from a person or the organization as a whole.
- Describe a time you exceeded the expectations of a client/customer/stakeholder.
- Everyone has said something to a customer that they wished they hadn't. Tell me about a time you did this. What did you do to correct the situation?
- Describe a time you were not able to deliver a product or service to your customer on time.
- Give me an example when you initiated a change in a process, procedure, or operations in response to customer feedback.
- Tell me about a time when you did your best to resolve a customer or client concern and the individual was still not satisfied.
- Give me an example of a time you effectively used your people skills to solve a customer problem.
- Tell me about a time when you encountered a customer who was complaining of poor service. What did you do?
- At times, we are all required to deal with difficult people. An even more demanding factor is to be of service to a difficult person. Describe a time you were successful dealing with a difficult customer.

- Tell me about an encounter with a customer who was unreasonable in their request. What was the situation and how did you resolve it?
- How do you prioritize incoming calls when faced with a high volume?
- Can you describe a time when you had to deal with an irate customer over the phone? How did you handle the situation?
- How do you ensure accuracy and attention to detail when taking messages or transferring calls?
- How do you ensure clear and professional communication when answering calls, even during busy periods?
- How do you manage multiple tasks at the front desk, such as answering calls, greeting visitors, and handling administrative tasks?
- How do you keep track of calls and messages to ensure nothing is missed or forgotten?
- What steps do you take to ensure that each caller feels valued and heard, even when you are very busy?
- How do you handle a situation where multiple lines are ringing simultaneously?
- How do you handle confidential or sensitive information over the phone?
- How do you greet and welcome guests or customers who approach the front desk?
- Can you describe a time when you had to handle a difficult or upset guest at the front desk? How did you handle the situation?
- What length of time do you feel is an appropriate response time to emails / requests? How do you handle multiple correspondences that cannot be taken care of immediately.

DIVERSITY

- Please describe your understanding of diversity and your experience working with diverse populations.
- In what ways has your commitment to diversity been demonstrated in your work experience?
- Many of our colleagues are multi-generational, and racially and ethnically diverse. How would you address these complexities in your day-to-day work?
- Tell me about the most difficult challenge you have faced in working cooperatively with someone who did not share your ideas, values, or beliefs. What was the impact on your ability to get things done?
- Tell me the steps you have taken to create a work environment where differences are valued, encouraged, and supported.
- Please Share with us what Diversity, Equity, and Inclusion mean to you and why they're important.
- Tell me about a time you took action to make someone feel comfortable in an environment that was obviously uncomfortable with his or her presence?
- What is your approach to understanding the perspectives of colleagues from different backgrounds?
- Describe a time when, in a work environment, you made an international effort to get to know someone from another culture.
- Tell me about a time you avoided forming an opinion of someone based on his outward appearance.
- What do you think are the benefits of having a diverse team in the workplace?
- How do you build your own understanding of coworkers from different backgrounds?

FISCAL

- Describe your experience working with accounts payable and accounts receivable.
- Do you have any experience working with vendors, contracts, and purchase orders? If so, please describe how you interacted with them and your level responsibility.
- Please describe your experience working with departmental budgets.
- How do you track and monitor departmental spending throughout the fiscal year?
- What tools or software have you used to manage and report on budgets?
- How do you evaluate and prioritize expenditures to ensure the most efficient use of resources?
- How do you ensure that all stakeholders are informed about the budget status and any changes that may occur?
- You discover that a significant portion of the budget has been misallocated due to an accounting error. What steps do you take to rectify the situation and prevent future occurrences?
- How do you ensure compliance with organizational policies and regulations when managing a budget?
- Give an example of a time when you had to analyze large datasets to draw meaningful insights. How did you ensure the accuracy and relevance of your analysis?
- Describe a time when you had to interpret numerical data or financial statements to inform business decisions.
- How do you apply statistical methods or models to analyze trends and forecast future outcomes?

- Can you discuss a project where you used quantitative analysis to assess risks or opportunities? What methodologies did you employ?
- What office software and finance/accounting systems do you have experience with? What was your role (i.e. end user, maintenance, primary contact person, etc.)?
- Tell me about your experience with journal entry preparation, account reconciliation, and variance analysis (i.e. budget vs actuals, trends, etc.).
- What experience do you have with preparing for audits and working with auditors?
- What experience do you have with interpreting policies and procedures?
- Describe your experience with reconciling reports to prepare journal entries, and billing reports that charge back to multiple accounts.
- This role is responsible for preparing financial statements, operational budgets for the various accounts units and departments. This will also include monthly review of actuals vs budget for all funds. Please explain your experience in this area.

INITIATIVE AND PRIORITIZATION

- Tell me how you set goals and monitored progress in your last position.
- What did you do in your last role if you knew that you might fall short of hitting a goal?
- Tell me about a time when you were given little direction on a project and how you were able to complete it?
- Describe a situation in which you exceeded requirements.
- Can you tell us about a time when you suggested a better way to perform a process?
- Tell us about a career goal that you have accomplished and why that was important to you.
- Could you share with us a recent accomplishment of which you are most proud?
- Describe a time when you performed a task outside your perceived responsibilities. What was the task? Why did you perceive it to be outside your responsibilities? What was the outcome?
- Describe a time when you kept from getting bored when dealing with routine tasks.
- What was the most creative thing you did in your last job?
- Tell me about an especially busy time on your previous job Explain how you made it through that time.
- What systems, processes, procedures, etc. have you set up in your department to make things run more efficiently?
- Tell me about a time when you went the extra mile to complete an important assignment.
- If there was a decision to be made and no procedure existed for it, what would you do?
- Give me an example of a situation when you had to follow through on work being done by others. How did you do it?
- What experience do you have with scheduling and coordinating?
- Describe a time when you were faced with multiple high-priority tasks from competing supervisors and how you completed the tasks.

GENERAL LEADERSHIP

- Tell me about a time you were leading a group, were assigned a goal, and did not reach it.
- Describe a time when you've had to train someone.
- Tell me about a time you had a poorly performing team member.
- What is your experience with providing lead direction to staff or students?
- Do you have experience with training and mentorship?
- What strategies do you employ to motivate and inspire team members to achieve their best? How do you handle conflicts or disagreements within the team while maintaining productivity and morale?
- Can you describe a time when you successfully delegated tasks and responsibilities among team member? What was the outcome?
- How do you foster a culture of continuous improvement and learning within your team?
- What methods do you use to communicate effectively with team members, ensuring everyone feels heard and valued?
- How do you prioritize tasks and manage time effectively to meet deadlines and achieve goals?
- Can you share an example of a challenging situation you faced as a leader and how you navigated through it?
- How would you describe your leadership style?
- How do you promote collaboration and teamwork among team members, especially in a remote or distributed work environment?

- Have you ever been in a position where you had to lead a group of peers? How did you handle it? Tell us about problems you had and how you handled them.

LEARNING ORIENTATION

- Describe a time when you took a new job that required a much different set of skills from what you had. How did you go about acquiring the needed skills?
- Throughout your career, have you learned more about your profession through coursework or through on-the-job experience? Explain.
- What area of your last job was most challenging for you and why? How did you navigate through this challenge?
- Tell us about a time when you volunteered for an assignment to expand your knowledge and skills.
- What is more important to your profession, experience or continued education?
- What areas would you like to develop further? What are your plans to do that?
- What are your career path interests?
- Why should employees seek to improve their knowledge and skill base? (IT)
- What was the best training program in which you have participated?
- What are your major professional reading sources?
- Careers grow and develop just like people do. What steps have you taken to continue your career development?
- What's the most valuable thing you've learned in the past year? Why?
- What was the last work-related educational seminar or class you attended? Why did you attend this course? How have you transferred the knowledge gained in the course to your work?
- Tell me about a time when you had to learn something new in a short amount of time. What did you have to learn? How did you learn it?
- Describe a time when you had to learn something quickly in order to fix a problem.
- Tell me about a time you needed to learn something quickly for a new task or project. How did you go about it?
- Give me an example of a situation at one of your previous employers when others knew more than you did. How did you close the gap?
- What kinds of skills have you acquired as a result of your education?

PROJECT & TIME MANAGEMENT

- Tell us about your productivity and time management skills.
- Describe a time when you've had to delegate work to others.
- Explain how you kept your work organized in your last role.
- Tell me about a time when you had multiple competing deadlines and how you managed it.
- What types of projects have you managed in the past?
- Have you had a non-productive team member on your project team? What happened and how did you handle this situation?
- Tell me about a large project that you have worked on. (Choose from follow up questions below)
    - What were the deliverables?
    - What metrics did you use to measure the ongoing project status?
    - What, if any, cost overrun issues did you have? How did you handle these?
    - What other obstacles did you overcome?
    - Were the deadlines met? (Why or why not?)
    - What would you have done differently?
    - How did you go about planning this project?
    - What were the biggest risks for this project? What control measures/techniques did you use to
- Tell me about a time you had to complete multiple tasks/projects in a tight time frame.
- Was there a time when you struggled to meet a deadline? Tell us about it.
- Describe a time you identified a barrier to your (and or others') productivity and what you did about it.
- What do you do when someone else is late and preventing you from accomplishing your tasks?
- When you have a lot of work to do or multiple priorities, how do you get it all done? Give an example.
- How do you determine what amount of time is reasonable for a task?
- Give me an example of a time you were unable to complete a project on schedule despite your best efforts.

TEAMWORK & COLLABORATION

- Tell me about a time when you had to adjust to a colleague's working style in order to complete a project successfully.
- Describe a situation when working with others produced more successful results than if you had completed the project on your own.
- Recount a time when you worked with a colleague who was not doing their share of the work. How did you handle it?
- We often work in teams. Tell us about a time when a team project failed.
- Tell us about a time when you needed to work as part of a team to satisfy a client or resolve an issue.
- Tell us about a time you worked on a cross-functional team. Were there different challenges compared to a departmental task team?
- When groups work together, conflict often erupts. Tell us about a time that conflict occurred in one of your work groups and what you did about it.
- Tell us about a time you pitched in to help a team member finish a project even though it wasn't your job. What was the result?
- Tell us about a time when you were a part of a great team. What was your part in making the team effective?
- Tell us about the most effective contribution you have made as part of a task group or special project team.
- Have you ever worked in a virtual team? If so, tell us about this experience. If not, what do you perceive to be the advantages and disadvantages of this type of team? How would you suggest creating team cohesiveness in a virtual setting?
- What do you think are the best and most challenging parts of working in a team environment? How do you handle the most challenging parts?
- If we asked several of your co-workers about your greatest strength as a team member, what would they tell us?
- What do you think makes a team of people work well together? What makes them not work well together?
- How would people you work with describe you?
- What is essential for a team to be successful?
- Give us an example of a time when you had to work with a difficult co-worker, employee or customer. How did you handle the situation? What was the outcome?
- Describe a time when you were instrumental in creating a good relationship with another department within your company.
- You are a committee member and disagree with a point or decision. How do you respond?
- If someone asked you for assistance with a matter that is outside the parameters of your job description, what would you do?
- What would your previous employer say about how you collaborate with others?
- If I asked your previous/current co-workers about you, what would they say?
- Tell us what type of relationship should exist between your current department and the department it works most closely with.
- Tell me about a time you needed to get two groups or people to work together effectively, who have historically never done so.
- Tell me about a time you were able to gain commitment from others to really work as a team.
- Provide an example of a time when it was critical that you establish an effective working relationship with an individual or group outside your department to complete an assignment or deliver a service.
- Tell me about a time you recognized a team member for having made a valuable contribution to the team.
- Tell me about a time where, if it hadn't been for teamwork, your goal might not have been achieved.
- Describe a time when you were able to build team spirit in an environment of low morale.

TRAVEL COORDINATION

- Thoroughly describe your experience making travel arrangements, if any.
- This position requires you to support and anticipate the heavy travel schedules of several staff members. What are your initial thoughts on how you will manage this element of the position?

STRATEGIC THINKING

- Give an example of a time when you had to engage in future planning.
- Tell us about a time when you participated in developing your departmental or organizational business strategy. What was your role? How did you approach it?

- Tell us about a time when you identified a need for a new approach.
- Tell us how the duties and responsibilities of your current (or past) position related to the organization's business strategy.
- Is it more important to be a detail-oriented person or a big picture person? Explain.
- What do you think is the role of this position in strategic planning for the organization?
- Tell me about a time where tour ability to keep your eyes on the future proved to be a benefit to your organization/department/team?
- Tell me about a strategic initiative or opportunity you identified and pursued.
- Give me an example of a strategy you developed to achieve a long- or short-term business need goal, or objective.
- Give me an example of a time you failed to align the strategic priorities of your department/team with the strategic priorities of the organization.

MANAGEMENT & SUPERVISORY

- Give an example of a time when you needed to help other employees learn a new skill set. What did you do?
- Have you ever managed a situation where the people or units reporting to you were in different locations? Tell us how this worked.
- Tell us about your experience working with a board of directors. What approach and philosophy did you follow in working with boards?
- Tell us about a time when you organized, managed, and motivated others on a complex task from beginning to end.
- Managing requires motivating employees as well as accomplishing tasks. Give an example of how you have motivated your employees.
- You do not agree with a new policy or procedure that is to be implemented organization wide. How do you discuss this policy with your staff?
- Describe an ideal supervisor/manager.
- Tell us about your management style.
- What is your own philosophy of management?
- What are the characteristics of an effective manager?
- Why do you think you would be a good supervisor?
- How would you describe your management skills?
- What is the largest number of employees you have supervised and what were their job functions?
- Tell us about your experience in leading and managing an organization similar to ours.
- Tell us about your experiences with staff development.
- What do you do to develop employees you manage?
- Do you find it more natural to point out what's wrong so employees can accomplish tasks competently or to praise employees for their work and then point out what may need correcting?
- Tell us about your experience directly supervising staff.
- What has been your experience supervising union and non-union staff?
- What three factors improve teamwork and success?
- When was the last time you had to manage an employee who was not performing and how did you handle it?
- Describe a time when you had to manage an employee whose work was satisfactory, but the employee had a negative/bad attitude.
- Tell us about a time when you had to resolve a dispute between employees and how did you handle the situation?
- What are some of the successful ways you've been able to motivate employees?
- How would your previous direct reports describe your supervision/management style?
- Describe a time you had to introduce important change in your last job.
- Tell us about a time you had to coach an employee to perform a task.
- Describe the toughest challenge you've faced at work and how you overcame it.
- What is one important decision you've had to make as a supervisor? Why was it critical?
- Describe the factors you think are important when hiring someone.
- Tell me about a time when you were forced to make an unpopular decision.
- How do you stay informed of current ideas on management and the (industry field for the company/organization)?

- What do you do to stay knowledgeable about current industry-related legislation or trends?
- Describe your procedures for evaluating your direct reports.
- Tell me about a major project you manager. How did you assign tasks to your direct reports? How did you monitor Progress? How did you measure success?
- Give me an example of a time you had to take disciplinary action with a direct report.
- What do you consider to be your key accomplishments?
- What do you believe your strengths to be? What do you feel you could most improve upon?
- What skills, knowledge, or experience make you a fit for this position?
- Describe the positions in which you had supervisory responsibility. How many employees? What was the level of your decision-making authority?
- Describe a subordinate problem you had to address and resolve.
- What have you found to be the most effective tools to motivate employees?
- What methods of communicating to employees have you found to be most effective?
- What are the responsibilities of a supervisor/manager as you see it?
- Tell me about a time when you had to discipline an employee. Explain the situation and describe what you did.
- Did you have responsibility for a budget in your department? How did you make budgetary decisions?
- Tell me about a time when you have had to compromise significantly during a negotiation.
- Have you ever tried unsuccessfully to improve the performance of an employee? Why do you think it was unsuccessful?
- Have you ever had to develop an employee when you had no budget to do so? What did you do?
- Describe your involvement with committees. What was your role?

DIVERSITY (MANAGEMENT SPECIFIC) see page 8 for additional examples

- How have you supported strengthening diversity in your prior roles, and how would you proceed in our organization? Please provide examples that would speak to your commitment to fostering gender, racial, or ethnic equity and diversity.
- Describe a situation when you had to give feedback to someone who was not accepting of others.
- How do you ensure that everyone feels comfortable sharing their ideas and opinions in a diverse team environment?
- What strategies do you employ to foster a culture of diversity, equity, and inclusion within your team and across the university?

IMPLEMENTATION EXPERIENCE

- Have you ever been involved in an implementation project? Please describe the project and your role in the project.
- Have you managed personnel resources on a project? Please describe the types of resources that you managed.
- Have you ever been involved in the implementation of a project? What was the scope of the project? Did you meet your project timeline? Did you stick to your project? How did you accomplish that?

DECISIVENESS

- How do you go about making an important decision affecting your career?
- What was the last major problem that you were confronted with? What action did you take on it?
- Tell me about one of the most difficult (or one of the best) decisions you've made in the last 6years/6 months? What made it so difficult? What process did you use to make the decision?
- Give me an example of a time you had to make a decision where you needed to carefully consider a great deal of conflicting, as well as supporting information, opinions, and data.
- Give me an example of a difficult decision that you made where there were no supporting facts to guide you either way.
- Give me an example of a decision that you made rapidly and one you took more time to make.
- Describe a time you had to make quick decision with incomplete information.
- Give me an example of a time you had to make an important business decision that still affects you today.
- Tell me about a time when you took a public stance on an issue and then had to change your position.
- Describe a time when you had to make a decision that you knew would be unpopular.
- Give me an example of a time when you had to make a decision and policies/procedures were not in place.

- Give me an example of a situation when, by recognizing and considering the financial implications of a decision, you decided to do something different from what you originally planned.
- Tell me about a time you had to defend a decision you made.
- We all make decisions that turn out to be mistakes. Describe a decision you made at work that you wish you could do over. What would you do differently if you could do it over again?
- Give me an example of when you assigned an employee to make a decision or carry out a major task of responsibility.

DELEGATION

- Tell me about a task or project that you unsuccessfully delegated. What happened? What did you learn? How did you pally what you learned to other situations?
- Tell me about the kinds of work assignments you give to your direct reports. What assignments do you *not* give to your direct reports?
- Give me an example of a time that you should have delegated a task/project but chose not to.
- Describe a time you had to delegate parts of a large project or assignment to some of your direct reports. How did you decide what tasks to delegate to which people? What problems occurred?
- Give me an example of a major project or task you delegated to one of your employees. How did you monitor the project or task?
- Give me an example of a time you did a poor job of delegating a task or project.
- What work responsibilities would you prefer to delegate but cannot? Have you ever delegated something that you wish you hadn't?
- How do you keep your team from feeling overwhelmed when various projects in process are equally important?

LEADERSHIP

- In your present job, what approach do you take to get people together to establish a common approach to a problem?
- What approach do you take in getting people to accept your ideas or department goals?
- What sort of leader do people feel you are? Are you satisfied?
- How do you get people who do not want to work together to establish a common approach to a problem?
- If you have an immediate deadline and your team members have differing views, how would you manage the situation?
- How would you describe your basic leadership style? Give specific examples of how you display this.
- Do you feel you work more effectively on a one-to-one basis or in a group situation?
- How do you motivate your employees?
- What values do you have as a leader, and how do you try to embody those values?
- Can you share your philosophy on academic leadership and how you apply it in your managerial role?
- Can you provide examples of your experience in collaborating with academic departments, administrative units, and external partners to achieve university goals?
- Can you share an example of a time when you had to resolve a conflict within your team or between departments in a university setting?
- How do you build trust with others?
- Describe a time when you managed multiple teams of people simultaneously.
- Give me an example of a time you successfully built a project team from scratch. How did you go about selecting team members? (Choose from follow up questions below)
    - How did you get these individuals to work as a team?
    - What was the hardest part of getting them to work as a team?
    - Was the team successful on the project?
- Tell me about a time when you were able to provide your team with recognition for the work they performed.
- Give me an example of a time where you needed to get people who have very different work styles to work cooperatively on a project. Were you successful? Why/why not?
- Give me an example of a time that your leadership transformed a group of people into an effective healthy, productive, team.

WORK PERFORMANCE

- What are your standards of success in your job?

- In your position, how would you define doing an excellent job? On what basis was your definition determined?
- When judging the performance of your subordinate, what factors or characteristics are most important to you?
- Tell me about the methods you use to keep informed of your employees' activities, achievements, progress toward objectives, etc.
- Describe your procedures for evaluating your direct reports.
- Tell me about a time where you were not as effective as you would have liked to have been managing an employee's or a team's work.
- Give me an example of a time you had to tell a direct report that you were dissatisfied with their work.

ASA Interview Question Examples:

- Describe your experience in working with the general public, academic personnel, and/or university students.
- What is your experience with logging and tracking data in spreadsheets? What programs did you use?
- What is your experience working with Microsoft products such as Word, Outlook and Excel?
- How often has your work been interrupted by unforeseen circumstances? What do you do when this happens?
- Describe your experience with scheduling, coordinating events, and calendaring.
- Tell us about a time that you willingly took on more work even though you were already busy. How were you able to get everything done?
- What have you done to be more effective in your position? What are you currently doing to improve your overall performance?
- Tell us about a time when you anticipated potential problems and developed preventative measures.
- Describe a time when you were faced with multiple high-priority tasks and how you completed the tasks.
- Give me an example of a time when you found errors in your work. What caused the errors? How did you correct your mistakes?
- How do you keep yourself organized, and how do you manage details so that things don't fall through the cracks?
- Give an example of your ability to work well under pressure, with frequent interruptions, in a fast-paced environment, while still performing accurate work.
- How do you prioritize incoming calls when faced with a high volume?
- Can you describe a time when you had to deal with an irate customer over the phone? How did you handle the situation?
- How do you ensure accuracy and attention to detail when taking messages or transferring calls?
- How do you ensure clear and professional communication when answering calls, even during busy periods?
- How do you manage multiple tasks at the front desk, such as answering calls, greeting visitors, and handling administrative tasks?
- How do you keep track of calls and messages to ensure nothing is missed or forgotten?
- What steps do you take to ensure that each caller feels valued and heard, even when you are very busy?
- How do you handle a situation where multiple lines are ringing simultaneously?
- How do you handle confidential or sensitive information over the phone?
- What phone systems and office software are you familiar with? How comfortable are you with learning new technologies?
- How do you ensure accurate and timely entry of information into the computer system while managing phone calls and front desk duties?
- How do you greet and welcome guests or customers who approach the front desk?
- Can you describe a time when you had to handle a difficult or upset guest at the front desk? How did you handle the situation?
- What does good customer service mean to you?

Budget Specific Questions for ASA:

- How frequently do you think you should update a budget spreadsheet and what steps would you take to keep it organized?
- How do you verify the accuracy of the expenses entered?
- How would you resolve a discrepancy that you identified with the data reported?

- If you noticed a discrepancy in the budget data, how would you go about resolving it? What tools or methods would you use to investigate the discrepancy?

ASC Interview Question Examples:

- Tell me about a time when you've had to use your analytical skills to solve a problem.
- Beside the basic duties that an administrative assistant performs, what would you consider are the top three most important roles of an administrative professional?
- This position requires the compilation and preparation of data from multiple sources. What is your experience with working with data, and what is your experience working with software such as Excel?
- Tell us about your experience in using technology or software programs, such as Excel, to collect, organize and analyze data. What do you do to stay current on technology to properly carry out daily tasks?
- How do you ensure to be proactive and deliberate in your actions while managing conflicting priorities and deadlines? Please provide examples.
- What does good customer service mean to you?
- How have you helped to improve the office procedures and processes in your current/previous position(s)?
- What systems, processes and/or procedures have you set up in your department to make things run more efficiently?
- Tell us about an encounter with a customer who was unreasonable in their request. What was the situation and how did you resolve it?
- How do you manage details so that they don't fall through the cracks?
- What are some examples of how you've used office software in your work, and what advanced functionalities you are familiar with? Follow up: Please describe how you learn a new software or database tool.
- Can you share a piece of constructive feedback a manager has given you? What adjustments, if any, did you make because of that feedback?
- Can you give us an example of a time when you had to work with someone who was difficult to get along with? How did you handle it?
- Give us an example of a time when you found errors in your work, and how did you resolve it.

Budget Specific Questions for ASC:

- Please describe your experience working with departmental budgets.
- How do you track and monitor departmental spending throughout the fiscal year?
- What tools or software have you used to manage and report on budgets?

AAS Interview Question Examples:

- This position requires successful and positive collaborations with diverse individuals and groups on campus and in the community. How do you build and maintain professional relationships?
- Can you tell us if you have any knowledge and/or experience with a Student Information System or Peoplesoft database, if so, describe the extent of your knowledge?
- What systems, processes, or procedures have you set up in your department to make things run more efficiently?
- What strategies and/or methods do you use to prioritize your job duties when random urgent situations occur on any given day?
- This position will require working with many departments across the campus. Can you describe a time where you had to collaborate with multiple individuals or departments to complete a project or assignment? What challenges did you incur and how did you overcome them?
- Have you ever had to introduce a change into your department that was met with resistance? If so, how did you handle the situation? Otherwise, describe a large change that impacted you and how you handled that situation.
- Tell us about an encounter with an individual (internal or external customer) who was unreasonable in their request. What was the situation and how did you resolve it?
- Describe your experience with exporting, manipulating, and organizing raw data from databases.
- Are you familiar with querying information from various finance systems and presenting the data in a report that is easily understood by non-financial personnel? If so, please provide an example of such. (Have the individual elaborate on experience with using queries and Excel – pivot tables, etc.)
- If you are given a task with little information and direction, how do you go about completing the task?

- Give me an example of a time your work was criticized in front of people and how you responded to the criticism?
- Tell me about a function you have used in excel and how you utilized the function?
- Tell me about your experience with adobe software or any of the adobe programs.
- What length of time do you feel is an appropriate response time to emails / requests? How do you handle multiple correspondences that cannot be taken care of immediately.
- From the job description listed for this position what part would be the most challenging for you?
- What do you feel would be your most important strength and contribution to this position? What do you feel will be the challenges of this position and how will you handle the challenges?
- Describe a situation where you made a mistake. How did you take ownership of this mistake and what did you learn?
- Describe your experience working with sensitive or confidential matters. What does confidentiality mean to you and how do you protect the integrity of confidential information?
- Describe How do you ensure clear and professional communication when answering calls, even during busy periods?
- How do you manage multiple tasks at the front desk, such as answering calls, greeting visitors, and handling administrative tasks?
- Tell me about a time when you've resolved a problem for a disgruntled customer.
- Tell me about a time you wished you would have handled an unhappy, angry or irate customer a different way.
- Give me an example of something you have done to either develop or strengthen customer relationships.

Budget Specific Questions for AAS:

- Describe a time when you applied your budget skills in data analysis to make a recommendation on an issue or decision. What process did you use and how was your recommendation received?
- Please provide us with a summary of your prior budget experience as it relates to this position.
- This role is responsible for preparing operational budgets for the various accounts, units, departments, and department reports. What is your previous experience in coordinating lead departmental budget planning and preparation, data analysis, tracking and reconciliation?
- In this position, you will be responsible for a complex set of budget responsibilities. Provide examples of how you have effectively managed multiple budget projects consisting of various funding sources and their proper usage and limitations? What actions did you take and what were the results?
- This position will require frequent communication with Fiscal Services and Accounting management and staff. What is your experience in working with this particular division of employees to resolve budget discrepancies?
- Tell me about your experience with journal entry preparation, account reconciliation, and variance analysis (i.e. budget vs actuals, trends, etc.)

SSPII Interview Question Examples:

- Please expand on the work experience you have within student services, specifically admissions and recruitment.
- Tell us about an encounter with a student who was unreasonable in their request. What was the situation and how did you resolve it?
- Tell us about a way in which you would help our team increase yield – meaning getting students who apply to CSUB to submit their intent to enroll and follow through with enrollment.
- This position will require travel to local high schools and community college partners. It may also require occasional weekend or evening work. Do you have any concerns with this?
- This position will require working with many departments across the campus and community partners. Can you describe a time when you have had to collaborate with multiple individuals or departments to complete a project or assignment? What challenges did you incur and how did you overcome them?
- Tell us about a project, in which you were involved in, that required you to research, create, and compile information to be presented to a group. If others were involved, how did you manage details and follow through on the work being done?
- What do you think is the most important thing that academic advisors can do for students, and why?
- Tell us about one positive and negative experience you have had with a student. What was the outcome of these experiences?
- Please describe the ways you've built rapport with the students that you have worked with in the past.

- Please describe any experiences you've had working with first generation college students (if any). What traits do you feel are important for an advisor to have in supporting this student population?
- What experience do you have explaining complicated or multi-step processes to students?
- This position has several areas of responsibility, including programmatic, student services, and faculty support. Can you tell us what strategies you use to prioritize your work-flow?
- This position will admit undergraduate students into PeopleSoft. What experience if any, do you have with GPA calculations and PeopleSoft admissions screens?
- This position will be advising graduate students in online and hybrid programs. Most students are unable to come to campus. The advisor will be advising via Zoom and email, primarily. What experience do you have with virtual meetings?
- Each program that would be under your purview has different requirements, student advising needs, deadlines, and general requirements. How will you manage these details so that no student falls through the cracks? Do you have specific experience with such detailed job duties that you can share with us?
- It is after the last day to add or drop classes for the term and a student comes into your office stating they are struggling with a course and would like to drop out of it. What would you advise the student to do?

Public Affairs/Communication Question Examples

- Describe a marketing campaign that you are proud of, what your role was in it and how you judged it to be successful?
- This position manages the institution's social media accounts. Describe your experience in social media marketing.
- What do you think a successful alumni communications program looks like?
- How do you feel about overseeing an alumni mentor program and do you have relative experience related to this?
- What is your experience with written communications and what is your writing process?
- What is your experience with social media marketing?
- Do you have experience with website communications?
- Are you comfortable and do you have experience with presentations and public speaking? Please provide some examples.
- What would be your communications plan in the first 90 days?
- Do you have experience working with volunteers? Please explain.
- How do you view marketing on different platforms? For example, is your strategy with Instagram different from Facebook or LinkedIn? How so?
- This position attends campus events, works with our photographer/videographer, and ensures we are marketing key initiatives at CSU Bakersfield. What is your communication style like in a team setting?
- What makes an effective social media post?
- Tell us about your experience with paid advertising campaigns.
- If you were to start this position next week, with the chief responsibility of managing the university's social media accounts, what would be the first few things you would do?
- What makes an email marketing campaign successful?
- How do you juggle multiple projects with conflicting deadlines?
- Describe your writing style and an example of when it was successful.
- Can you describe your experience with athletics fundraising at the collegiate level? How have you contributed to the success of fundraising initiatives in your previous roles?
- Given your background in athletics fundraising, how do you plan to adapt your strategies to meet the unique challenges and opportunities presented at a school like CSUB?
- The Athletics Annual Fund Coordinator role involves a variety of tasks, from administrative work to maintaining a portfolio to event planning. How do you prioritize and manage multiple responsibilities effectively?
- Can you provide an example of a successful annual fund campaign or event you have organized in the past? What were the key factors that contributed to its success?
- CSU Bakersfield is located in a region with a diverse community and unique demographic characteristics. How do you plan to engage with donors and stakeholders from different backgrounds to support our athletics programs?
- Communication and relationship-building are critical aspects of this role. How do you approach building and maintaining relationships with donors, alumni, and other key stakeholders?

- The size and scope of CSU Bakersfield's athletics program may differ from your previous experiences. How do you plan to familiarize yourself with our institution and its unique needs and challenges?

IST Question Examples:

- What laboratory equipment do you have experience using?
- Do you have experience with maintaining laboratory equipment?
- What steps do you take to maintain a safe laboratory environment?
- How to you properly store and handle chemicals?
- Do you have experience with maintaining inventory, if so, please provide details.
- One of the responsibilities of this position is to help prepare a variety of both lower and upper division labs for physics and engineering courses. Describe the skills, abilities, and knowledge you have that would enable you to do this job.
- Do have experience with electrical circuits or handling chemicals?
- Provide your experience with chemical and or biochemical instrumentation and equipment.
- Many of the biochemistry laboratory experiments we teach require the use of a biological buffer. If the instructor asked you for a biological buffer at pH (insert example), describe how you would make it.
- Do you have experience with a chemical inventory system and inventory control?

IT Related Interview Question Examples:

- Your team regularly performs software updates and patches to ensure the security and stability of these systems. However, you encountered a situation where a patch caused unexpected issues on several computers, how would you approach this situation?
- Customer reports “outlook does not work” how would you troubleshoot this issue?
- Describe any experience you have with deploying computers on a large scale. Please tell us about your programming experience. Specifically, what languages have you recently used and what is your preferred programming language?
- How do you keep up with current cybersecurity issues and strategies?
- Provide us an example of how you have monitored and responded to security events?
- Please provide an example of when you wrote a script or program to solve a business problem.
- Explain a situation in which you were able to coordinate with disparate parties to achieve a security goal.
- Based on your previous job history or your best judgement how do you respond to an Antivirus or security alert?
- Provide an example of when you personally demonstrated ownership of a task or project, even if it was not directly assigned to you.
- What kind of vulnerability reporting systems have you worked with? What kind of resolution times for high and critical vulnerabilities have you achieved in the past?
- Tell us about a security tool you implemented in an organization that had a large impact on the organization's security posture?
- What is the best way to strengthen user authentication?
- What kind of vulnerability reporting systems have you worked with? What kind of resolution times for high and critical vulnerabilities have you achieved in the past?
- How can you defend against ransomware?
- Please tell us about your programming experience. Specifically, what languages have you recently used and what is your preferred programming language?
- Can you describe your experience with (specific technology or software relevant to the job)?
- How do you approach troubleshooting a complex technical issue?
- What is your experience with network security, and what measures do you take to ensure it?
- Can you provide an example of a time when you had to learn a new technology quickly?
- How do you ensure your solutions are scalable and maintainable?
- Describe a situation where you identified a major risk in a project and how you handled it.
- How do you communicate technical information to non-technical stakeholders?
- Can you provide an example of a time when you had to explain a complex technical concept to a colleague or client?
- How do you approach documentation for your projects?
- What are some best practices you follow for ensuring data security and privacy?
- A critical system goes down, and you are responsible for fixing it. What steps do you take?
- Tell me about your troubleshooting process to determine if there is a fault with the computer hardware?

- Can you explain how you would troubleshoot a computer that would not power on?
- Describe any experience you have with deploying computers on a large scale.
- You discover a vulnerability in a system. How do you proceed?
- Can you describe your experience with remote desktop applications?
- How do you handle software installation and updates?
- Explain the steps you would take to resolve a slow network issue.
- What steps do you take to ensure a customer is satisfied with your support?
- How do you explain technical issues to someone who is not tech-savvy?
- A user reports that they cannot access their email. What steps would you take to troubleshoot the issue?
- A critical system goes down, and several departments are affected. What do you do?
- You have two urgent tickets: one from a VIP user and one from a regular user. How do you prioritize them?
- Describe your approach to handling a recurring issue that seems to have no permanent fix.
- How do you ensure the security of sensitive information when providing remote support?
- What are some best practices you follow for password management?
- Describe your experience with IT ticketing systems. Which ones have you used?

Closing Summary

In conclusion, preparing for an interview involves a thorough understanding of the job requirements and responsibilities. Interview questions should help objectively evaluate a candidate's knowledge, skills, and abilities, ensuring that all candidates are assessed equally and fairly. By structuring questions to elicit comprehensive responses and maintaining consistency in the interview process, the Search Committee can effectively rank candidates based on their potential to perform the job successfully. Adhering to these guidelines ensures a fair and standardized evaluation, ultimately leading to the selection of the most qualified candidate for the position.