

30-Minute Interview Guide: Wireless Installation Technician

Travel radius: Up to 2 hours from San Angelo

Interviewer: _____ **Date:** _____

Candidate: _____ **Position:** Wireless Installation Technician

Interview length: 30 minutes

Time Plan (30 minutes total)

1. Welcome + role preview — 2 min
 2. Work history + availability — 6 min
 3. Technical skills (wireless + cabling) — 10 min
 4. Customer interaction + professionalism — 7 min
 5. Learning mindset + culture fit + close — 5 min
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1) Welcome + Role Preview (2 minutes)

Script (quick):

“Thanks for coming in. This role is a Wireless Installation Technician position supporting installs and service within about a 2-hour radius of San Angelo. We’ll cover your background, technical experience, customer service approach, and scheduling/travel flexibility. Then you’ll have time for questions.”

Notes:

2) Work History + Availability (6 minutes)

Work History Overview

- Walk me through your last 2–3 jobs (roles and main responsibilities).
- About how long were you at each job?



Gaps + Reliability

- Any gaps in employment? What was the reason?
- What's a typical day you're used to (start time, hours, on-call expectations if any)?

Reason for Leaving

- Why did you leave your most recent position?
- What are you looking for in your next job?

Travel / Flexibility (role-specific)

- Are you comfortable traveling up to a **2-hour radius from San Angelo**?
- Are you comfortable with occasional schedule changes (weather delays, longer jobs, emergency service calls)?

Notes:

3) Technical Skills: Wireless Installation Focus (10 minutes)

Wireless / Networking Fundamentals

- Explain WiFi vs. internet connection (in simple terms).
- What steps do you take when a customer reports **slow speeds or intermittent drops**?
- What are common causes of poor wireless performance? (distance, interference, obstructions, channel congestion, equipment issues)

Ethernet / Connectivity

- Walk me through troubleshooting when a device has **no internet**:
 - What do you check first?
 - What do you check next?
- Experience with basic networking gear (routers/APs, PoE injectors/switches, basic IP understanding helpful)

Cabling / Installation Work



- Describe your experience with:
 - Running cable, routing/cleanup, securing lines, labeling
 - Terminating ends (RJ45) if applicable
 - Testing cables (tester, tone/probe)
- Comfort with tools and safe work practices (ladders, rooftops, drilling/mounting where applicable)

Situational Technical Prompt (use one)

Prompt A: “Customer has good signal but streaming buffers constantly—what’s your process?”

Prompt B: “Customer has no connection after a storm—what do you check?”

Prompt C: “Speed test is good near the router but bad in bedrooms—what do you do?”

Notes:

4) Customer Interaction + Professionalism (7 minutes)

Customer Communication

- Tell me about a time you worked directly with customers (in person and/or over the phone).
- How do you explain technical issues to someone non-technical?

Handling Upset Customers

- Describe a time you dealt with an **upset customer**.
 - What did you say/do?
 - What was the result?

On-Site Professionalism

- How do you handle entering a home/business, respecting property, and setting expectations?

- If you discover the issue is not what the customer reported, how do you communicate that?



Notes:

5) Learning + Team Fit + Close (5 minutes)

Coaching and Learning

- How do you prefer to learn new systems or procedures?
 - Hands-on practice, shadowing, written guides, paid training, self-study
- How do you respond to feedback or correction on a job?

Team / Company Participation

- Comfortable participating in:
 - Meetings
 - Company events (holiday parties, volunteering) as able

Candidate Questions + Close

- What questions do you have about the role, schedule, or expectations?
- Confirm next steps.

Notes:

Quick Scorecard (optional, 1–5)

1 = Needs improvement | 3 = Adequate | 5 = Excellent

- Work history stability / reliability: 1 2 3 4 5
- Travel & schedule flexibility (2-hr radius): 1 2 3 4 5



- Wireless troubleshooting fundamentals: 1 2 3 4 5
- Cabling / install readiness: 1 2 3 4 5
- Customer communication / professionalism: 1 2 3 4 5
- Coachability / learning mindset: 1 2 3 4 5

Hire recommendation: ☐ Yes ☐ No ☐ Second interview

Red Flags to Listen For (Wireless Install Tech)

- Unwilling to travel within the 2-hour radius or frequently needs fixed hours only
- Blames customers or former employers repeatedly
- Can't describe a basic troubleshooting process (no step-by-step thinking)
- Poor attitude toward safety, tools, ladders, or property respect
- Avoids customer interaction or escalates conflict instead of de-escalating

If you want, I can also convert this into a one-page printable version (tight margins, checkbox format) so supervisors can use it in the field.