

Security Technician interview questions

careertips.com.au: common questions and what they're really testing

What to expect

Security technician interviews assess your technical ability, problem-solving skills, safety awareness and client communication. Employers want to know you can work independently and as part of a team, and that you understand Australian licensing and standards.

- **Technical and process:** Questions about how you install, commission and fault-find on alarm, CCTV and access control systems.
- **Behavioural:** Questions asking for examples of past work, teamwork or problem-solving, usually answered with STAR.
- **Scenario and judgement:** Hypothetical situations that test how you handle unexpected issues, client requests or compliance challenges.
- **Safety and compliance:** Questions about licensing, standards, cabling rules and site safety.
- **Client-facing:** Questions about how you explain technical work to non-technical clients and manage expectations.

Typically a phone screen with a recruiter or hiring manager, then a face-to-face or video interview with a technical supervisor. Some employers include a practical assessment, such as wiring a panel or configuring a camera, or ask you to walk through a recent installation. You may also meet the team or visit a site.

1. Walk me through how you would install and commission an IP CCTV system from start to finish.

Why they ask

This tests your technical process, planning and attention to detail.

How to structure your answer

A step-by-step walkthrough: site survey, cable runs, mounting, configuration, testing and handover.

Example answer

"First, I review the plans and do a site survey to confirm camera positions and cable routes. I check for power and network access, then run the structured cabling, labelling each end. I mount the cameras and connect them to the NVR or switch. Next, I configure the cameras, set up recording schedules and motion detection, and integrate the system with any access control or alarm panel. I test every camera for image quality and coverage, then walk the client through the system and leave them with documentation. Finally, I make sure the installation meets AS 4806 and the client's insurance requirements."

2. Tell me about a time you diagnosed a tricky fault on a security system. How did you solve it?

Why they ask

This shows your fault-finding skills and ability to work under pressure.

How to structure your answer

STAR: Situation, Task, Action, Result.

Example answer

"Situation: A client's alarm panel kept showing a tamper fault, but only at night. Task: I needed to find the cause without disrupting their business. Action: I reviewed the event log, checked the wiring and tested each sensor. I eventually found a loose connection in a roof cavity that expanded in the cool of

the evening. I re-terminated the cable and sealed the entry point. Result: The fault disappeared, and the client avoided a full panel replacement. I also noted it in the maintenance log so we could monitor it."

3. You arrive at a client site and find the existing alarm panel is obsolete and no longer supported. The client wants to keep costs down. What do you do?

Why they ask

This tests your judgement, compliance knowledge and client management.

How to structure your answer

Assess the situation, explain the risks and options, and propose a practical solution.

Example answer

"I would first confirm the panel is truly obsolete and check if any spares are available. Then I would explain to the client that without support, the system may fail and could void their insurance. I would offer a few options: a full replacement, a partial upgrade if compatible devices exist, or a staged approach over a few months. I would provide a clear quote for each and let them decide. If they choose a staged approach, I would make sure the interim system still meets the relevant standard and document everything."

4. What are the key compliance requirements you follow when installing security equipment in Australia?

Why they ask

This checks your knowledge of licensing, standards and cabling rules.

How to structure your answer

List the main points: licensing, standards, cabling registration and site safety.

Example answer

"I hold a state security installer licence and an Open Cabling Registration with ACMA. I install to AS/NZS 2201.1 for alarm systems and AS 4806 for CCTV. I also follow the Telecommunications Cabling Provider Rules for structured cabling. On construction sites, I hold a White Card and follow site safety plans. I always keep documentation up to date and make sure the client understands their compliance obligations."

5. How do you explain a complex technical issue to a client who is not tech-savvy?

Why they ask

This assesses your customer service and communication skills.

How to structure your answer

Use plain language, analogies, and check for understanding.

Example answer

"I avoid jargon and use analogies they can relate to. For example, I might compare an NVR to a video recorder and the network to a road system. I break the issue into simple steps and ask questions to make sure they follow. I also show them visually on the screen or with a diagram. Finally, I summarise the key point and leave them with a one-page guide. If they are still unsure, I offer to follow up after they have had time to think."

6. Describe a time you had to work with another trade on a building site to get a security installation finished. How did you coordinate?

Why they ask

This shows teamwork and communication on site.

How to structure your answer

STAR: Situation, Task, Action, Result.

Example answer

“Situation: On a retail fit-out, the electricians were running cables in the same ceiling space as my security cabling. Task: I needed to avoid clashes and keep to the project timeline. Action: I arranged a short meeting with the site foreman and the electrician to agree on cable routes and a schedule. We marked our paths on the plans and agreed to work in different zones each day. I also checked in each morning to confirm the plan. Result: We avoided any rework, and I finished my installation on time. The project manager appreciated the proactive coordination.”