

Telecommunications Technician interview questions

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What to expect

Telecommunications technician interviews usually combine a conversation about your technical background with practical questions on safety, fault finding and customer communication. Employers want to know you can work methodically, follow standards and represent the business on a customer site.

- **Technical and process:** Questions that ask you to walk through installations, splicing, testing and commissioning, often using the tools and standards you would use on the job.
- **Fault finding and scenario:** Situations where a service is down or a job does not match the plan, testing how you diagnose problems and make decisions under pressure.
- **Safety:** Questions about working at heights, electrical safety, traffic management, plant operation and WHS obligations on customer and network sites.
- **Behavioural:** Past experience questions using STAR, covering teamwork, difficult customers, tight deadlines and lessons learned from mistakes.
- **Client-facing:** Questions about explaining technical issues to residential and business customers, managing expectations and leaving a site tidy.
- **Practical assessment:** Some employers include a short hands on or written test on cable colour codes, OTDR traces, connector inspection or termination.

The process often starts with a phone or video screen with a recruiter, covering your tickets, licences and availability. The next stage is usually a technical interview with a supervisor, leading hand or network engineer, where you walk through real jobs you have completed. Some employers add a practical assessment or a fault finding exercise on paper or on site. The final conversation tends to focus on safety, teamwork and customer service. For field roles, you may also complete a pre employment medical and a working at heights or EWP check.

1. Walk me through how you install and test a fibre optic link from the customer premises to the exchange or access point.

Why they ask

This is a core technical task and the interviewer wants to hear a repeatable process, not a memorised answer.

How to structure your answer

Use a step by step walk through: plan and locate, safe site setup, route and haul cable, prepare and splice, test and record, hand back. Name the tools and standards at each step.

Example answer

"First I review the job pack and confirm the route, the fibre type and the equipment I need. On site I complete a risk assessment, set up signs and barricades if I am working near traffic, and check for overhead and underground services. I haul the cable along the approved route, leaving enough slack at both ends and keeping bend radii within spec. At the joint I strip the cable, clean the fibre, cleave it and splice with the fusion splicer. I check the splice loss on the splicer and then test the link with an OTDR from the customer end, comparing the trace to the expected loss and looking for events like tight bends or dirty connectors. I record the results, label the ports and hand over to the customer, making sure they can see the service working before I leave."

2. Tell me about a time you diagnosed a fault that others had not been able to resolve. What did you do?

Why they ask

Fault finding is the heart of the role, and interviewers want evidence you can think beyond the obvious.

How to structure your answer

STAR: Situation, Task, Action, Result. Keep the situation brief, focus on your actions and the result.

Example answer

"On a business FTTN service, the customer had intermittent dropouts that three previous technicians had closed as no fault found. I sat with the customer and mapped when the dropouts happened, then tested the line from the network boundary and from the modem. The sync rate was stable until the air conditioning switched on, so I inspected the internal cabling and found a damaged catenary wire running too close to a power cable. I replaced the cable, rerouted it away from the electrical interference and tested for an hour with the air conditioning cycling. The customer had no further dropouts, and I left a note on the account so the next technician would know the history."

3. A customer is upset because their internet has been down for hours and you have not yet found the fault. How do you handle the conversation and the fault finding at the same time?

Why they ask

Field roles involve real people under pressure, so employers look for calm communication and clear priorities.

How to structure your answer

A judgement under pressure structure: acknowledge and reassure, set a realistic expectation, continue a logical fault finding process, keep the customer informed, confirm the fix and close out.

Example answer

"I would introduce myself, acknowledge the outage has been frustrating and tell them I will keep them updated as I work. I would ask a couple of quick questions about when it started and what lights are on the modem, then explain I am going to test from the network side first. I would work through the fault methodically, checking the line, the drop cable and the internal wiring, and I would tell them what I am doing without drowning them in jargon. If I need to escalate or book a follow up, I would explain why and what happens next. Once it is fixed, I would confirm the service is stable, tidy the site and leave my contact details on the job sheet."

4. What safety controls do you apply before working at heights on a tower or pole?

Why they ask

Working at heights is a high risk part of the job, and employers need to know you follow controls every time.

How to structure your answer

A safety question works well with a checklist structure: hazard identification, pre start checks, permits and exclusion zones, PPE and harness, communications, rescue plan, stop work authority.

Example answer

"Before I climb, I check the job pack and the site for hazards like power lines, traffic, weather and ground conditions. I complete a pre start check on the harness, lanyard, helmet and pole or tower, and I make sure the fall arrest system is rated and inspected. I set up an exclusion zone, put out signs and cones, and let the control room or supervisor know I am climbing. I use a double lanyard so I am attached at all times, and I check the rescue plan and emergency contacts before I leave the ground. If anything changes, like wind picking up or a faulty anchor point, I stop work and reassess."

5. You arrive at a site and the cable route is different from the plan. The customer wants the work done today. What do you do?

Why they ask

This tests judgement under pressure, because rushing a changed route can create safety and quality problems.

How to structure your answer

A scenario structure: pause and assess, check the plan and constraints, communicate with the customer, seek approval for a variation, document the change, complete the job safely.

Example answer

"I would not start hauling cable until I understood why the route is different. I would check for underground services, easements and access issues, and take photos of the changed conditions. I would explain to the customer that the original route is not available and that I need to confirm a variation with my supervisor before I proceed. If the new route is safe and within my authority, I would do a quick risk assessment, confirm the change in writing and complete the job. If it needs approval or a different crew, I would book the follow up, leave the site safe and make sure the customer knows what happens next."

6. How do you use an OTDR and a fusion splicer together to confirm a fibre link is good?

Why they ask

These are the two tools that define fibre work, and interviewers want to hear that you understand loss budgets and trace interpretation.

How to structure your answer

A technical explanation structure: set up and reference the OTDR, prepare and splice the fibre, test from the correct end, read the trace, compare to the loss budget, record and hand over.

Example answer

"I start by checking the OTDR settings for the fibre type, wavelength and range, and I clean and inspect the launch lead and connectors. I splice the fibre with the fusion splicer, checking the estimated loss and the splice image before I protect the joint. Then I connect the OTDR at the customer end or the access point, depending on the job, and run a trace. I look at the total loss, the splice events and any reflectance spikes, and I compare the results to the loss budget for that link. If a splice is high, I redo it. Once the trace is clean, I save the result, label the fibre and include the test report with the job close out."