It Account Manager (information Technology Account Manager) Interview Questions

1. What is the most challenging part of budgeting for you?
2. Name a time when your advice to management led to an improvement in your company or otherwise helped your employer.
3. Please share with me an example of how you helped coach or mentor someone. What improvements did you see in the person's knowledge or skills?
4. Provide an example of when you set expectations and monitored the performance of subordinates. What guidance and direction did you find most effective?
5. Describe an experience in which you identified the educational needs of your students and successfully developed a way to teach/train them.
6. In your experience, what is the key to developing a good team? (Look for how they build mutual trust, respect, and cooperation.)
7. Provide an example of a time when you successfully organized a diverse group of people to accomplish a task.
8. Share an experience you had in dealing with a difficult person and how you handled the situation.
9. Share an experience in which you successfully shared a difficult piece of information. (Make sure that the candidate has open lines of communication.)
10. Tell me how you organize, plan, and prioritize your work.
11. What are some long-range objectives that you developed in your last job? What did you do to achieve them?
12. Share an experience when you applied new technology or information in your job. How did it help your company?
13. Give me an example of when you thought outside of the box. How did it help your employer?

14. Tell me about an experience in which you analyzed information and evaluated results to choose the best solution to a problem.
15. Would you consider analyzing data or information a strength? How so?
16. In your experience, what is the key to ensuring your company was compliant with all laws, regulations and standards that were applicable to your area of responsibility?
17. Share an effective approach to working with a large amount of information/data. How has your approach affected your company?
18. Tell me about the last time you monitored or reviewed information and detected a problem. How did you respond?
19. Share an example of a time you had to gather information from multiple sources. How did you determine which information was relevant?
20. What have you found to be the best way to monitor the performance of your work and/or the work of others? Share a time when you had to take corrective action.
21. Name a time when you identified strengths and weaknesses of alternative solutions to problems. What was the impact?
22. How would you rate your writing skills? (Ask for an example that demonstrates great writing skills.)
23. Provide an example of a time when you were able to demonstrate excellent listening skills. What was the situation and outcome?
24. Tell me about your last experience recruiting, interviewing, or hiring an employee. What techniques did you find most effective in finding the right person for the job?
25. Provide a time when you were able to identify a complex problem, evaluate the options, and implement a solution. How did the solution benefit your employer?

26. Provide an example when your ethics were tested.
27. Share an example of when you went above and beyond the "call of duty". (Look for answers that show the candidate is dependable.)
28. Please share an experience in which you presented to a group. What was the situation and how did it go?
29. Provide a time when you worked in a rapidly evolving workplace. How did you deal with the change? (Make sure the candidate is flexible.)
30. Please share an experience in which you successfully taught a difficult principle or concept. How were you able to be successful?
31. Share an experience in which you successfully coordinated with others. How about a coordination effort that was not as successful?
32. Share an experience in which your attention to detail and thoroughness had an impact on your last company.
33. Share an experience in which you successfully planned and coordinated activity on a project, adhering to project plans.
34. Share an experience in which your ability to consider the costs or benefits of a potential action helped you choose the most appropriate action.
35. How do you balance cooperation with others and independent thinking? Share an example. (Try to determine if the candidate has a cooperative attitude or is otherwise good-natured.)
36. Share an experience in which your diligence of inspecting equipment, structures, or materials helped you identify a problem or the cause of a problem.
37. Tell me about the last time you oversaw the work of someone else. How did you effectively motivate, develop, and direct the worker(s)?

38. Provide an experience that demonstrates your ability to manage time effectively. What were the challenges and results?
39. Provide an example when you were able to prevent a problem because you foresaw the reaction of another person.
40. Share an experience in which your understanding of a current or upcoming problem helped your company to respond to the problem.
41. Tell me about a time when you developed your own way of doing things or were self-motivated to finish an important task.
42. What backup, security, and user help systems are you familiar with? Share an experience in which you successfully managed one of these systems.
43. Provide an experience in which you were sensitive to somone's needs or feelings. How did your helpfulness affect your work environment?
44. Share an experience in which your willingness to lead or offer an opinion helped your company.
45. Tell me about the last organizational goals, policies, or procedures which you developed and/or interpreted.
46. Provide an experience in which you successfully developed computer information resources, including data security and control, strategic computing, and disaster recovery.
47. Name a time when your creativity or alternative thinking solved a problem in your workplace.
48. Name a time when your patience was tested. How did you keep your emotions in check?
49. Share a time when you willingly took on additional responsibilities or challenges. How did you successfully meet all of the demands of these responsibilities? (Make sure the candidate is a self-starter and can demonstrate some initiative.)

50. What are some strategies you use to be aware of technological advances?
51. Share an experience in which you were able to assess computing needs and system requirements by consulting with users, management, vendors, and technichians. How did this help you to meet those needs?
52. Share an example of when you established and accomplished a goal that was personally challenging. What helped you succeed?
53. Provide and experience in which you met with a department head, manager, supervisor, vendor, etc. to solicit cooperation or resolve a problem.
54. Tell me about the last time you provided technical support for user.
55. Describe an experience in which your ability to work well with others and reconcile differences helped your company or employer. (Make sure the candidate knows how to negotiate.)
56. Tell me about your last experience recruiting, hiring, training, or supervising staff.
57. What have you found is the best way to assign and review the work of programmers and other employees?
58. Share an experience in which your direction of the daily operations of a department, including analyzing workflow, establishing priorities, developing standards, and setting deadlines, helped your company.
59. Tell me about a system chart or program which you approved prior to implementation and about a system chart or program which you rejected. What were the differences between the two charts/programs?
60. Provide an experience in which you successfully controlled an operational budget.
61. Explain a data processing proposal you evaluated recently, which helped you to assess the feasibility and requirements of a project.
62. Please share an experience in which you recommened an improvement in the technology of your organization, which helped your company.

63. Tell me about the last operational or project progress report you prepared or reviewed.
64. Provide a time when you dealt calmly and effectively with a high-stress situation.
65. Tell me about a time when your ability to analyze needs and product requirements helped you create an effective design or make an informed decision to benefit your company.
66. Provide an experience in which your ability to actively find ways to help people improved your company or your own work ethic.
67. Describe a time when you successfully persuaded another person to change his/her way of thinking or behavior.
68. Provide an example of when you were persistent in the face of obstacles.
69. Share an experience in which you used new training skills, ideas, or a method to adapt to a new situation or improve an ongoing one. (Look for the candidate's ability to learn.)
70. Describe a time when you successfully serviced, repaired, calibrated, or tested a device that operates mainly by electronic principles.
71. What is the key to a successful budget?
72. Share an experience in which personal connections to coworkers or others helped you to be successful in your work. (Make sure candidate works well with others.)
73. Describe a time when you successfully provided personal assistance to a coworker or patron.
74. Tell me about a time when you successfully determined the cause of an operating error at your company and solved the problem.
75. Share an experience in which you conducted a test of a product, service, or process and successfully improved the quality or performance.

76. What is the key to success when communicating with the public.
77. Tell me about some of your most recent computer programming projects.
78. Describe a time when you successfully serviced, repaired, or tested a machine or device that operates mainly by mechanical principles.
79. Provide an example of a project you worked on that demonstrates your programming abilities. What was your role in the project?
80. Describe a time when you were able to select the best tool to do a job. How did you use reasoning skills to make the best choice?