



## 10 Essential Building Maintenance Technician Interview Questions [Updated 2024]

### Description

Interviewing for a Building Maintenance Technician role can be challenging. You'll be asked questions about your technical skills, problem-solving abilities, and experience with building systems. Familiarizing yourself with these common interview questions can give you a leg up during your interview process.

## Building Maintenance Technician Interview Questions

**Can you describe a situation where you had to prioritize your tasks in a day? How did you manage it?**

### How to Answer

The interviewer wants to know if you can organize your tasks effectively, especially in a role as a Building Maintenance Technician where you may be faced with multiple tasks at once. You should provide a concrete example of a situation where you had to prioritize your tasks and the steps you took to manage them. Explain how you determined which tasks were most urgent or important, how you scheduled your day, and how you ensured all tasks were completed.

### Sample Answer

In my previous role, there was a day when the AC unit broke down, a plumbing issue arose and a couple of light fixtures needed to be replaced. I started by evaluating the severity and impact of each problem. The AC issue was critical as it was summer and the building was getting very hot, so I prioritized this. The plumbing issue was next as it could potentially lead to water damage, followed by the light fixtures which were important but less urgent. I planned my day around these tasks and kept the management informed about the progress and any changes. By the end of the day, I was able to address all the issues.

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**How do you ensure safety while performing maintenance tasks?**

### How to Answer

When answering this question, the candidate should demonstrate their knowledge of safety regulations



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and their commitment to adhering to them. They should describe the steps they take to assess risks, use protective equipment, and follow procedures to prevent accidents. They may also mention any additional training they have received in health and safety.

### **Sample Answer**

Safety is always my first priority when performing maintenance tasks. Before I start any work, I conduct a thorough risk assessment to identify potential hazards. I always use the appropriate personal protective equipment and I make sure to follow all safety procedures. I have also received additional training in first aid and fire safety, which helps me to respond effectively in case of an emergency.

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## **Tell us about a time when you had to deal with a difficult problem regarding building maintenance. How did you handle it?**

### **How to Answer**

The interviewer wants to gauge your problem-solving skills and your ability to handle challenges. When answering this question, you should focus on a specific instance where you faced a problem, how you identified it, what steps you took to solve it, and the outcome. It's beneficial to show that you can think critically and analytically about issues.

### **Sample Answer**

In my previous role, we once had a persistent problem with the HVAC system. It was functioning intermittently, causing discomfort to the building occupants. I first diagnosed the problem to see if it was a simple fix like a filter change, but it wasn't. I then collaborated with the HVAC service provider, showing them my findings. We discovered the system was outdated and needed a major overhaul. I presented my findings to the management along with a cost-benefit analysis of repairing versus replacing the system. They appreciated the thoroughness of my report and opted for a replacement. As a result, we had a more efficient system that saved on energy costs.

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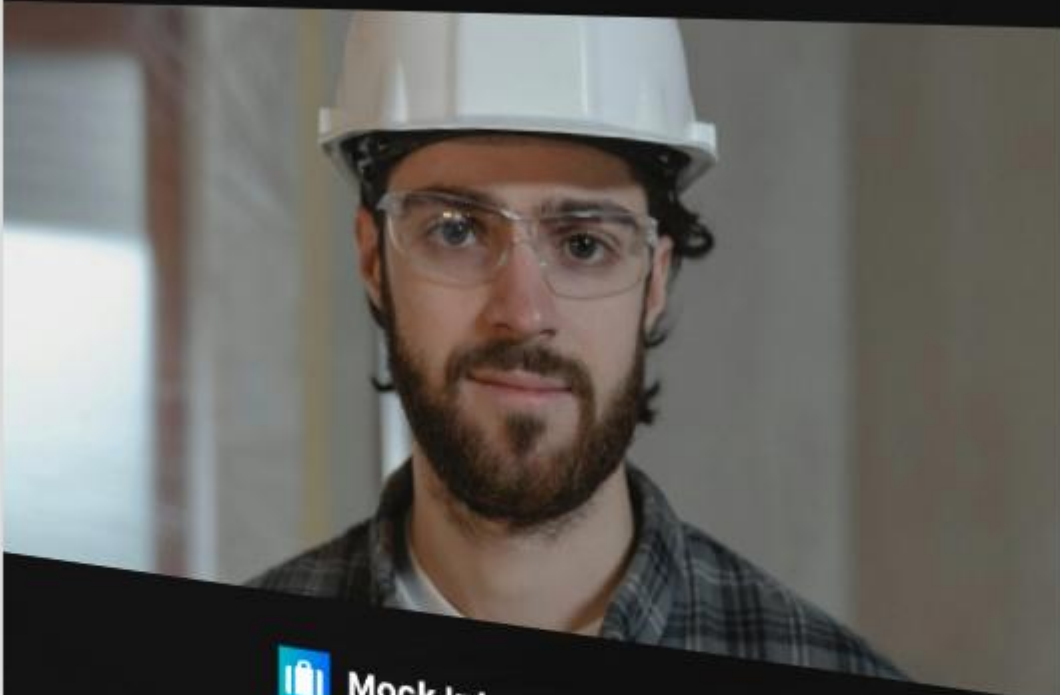


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## What steps do you take when troubleshooting a maintenance issue?

### How to Answer

The candidate should explain their systematic approach to problem-solving. They should demonstrate their ability to identify the problem, analyze it, consider possible solutions, implement the most feasible one, and then evaluate the results to ensure the issue has been resolved.

### Sample Answer

When faced with a maintenance issue, I first try to identify the problem. I gather as much information as possible, either from the person who reported the issue or by investigating it myself. I then analyze the problem, considering what might be causing it and what potential solutions could resolve it. Once I have a plan, I implement the solution and monitor the results to ensure the problem has been resolved. If the first solution does not solve the problem, I go back to the analysis stage and try another possible solution.

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## What methods or tools do you use to keep track of routine maintenance tasks and repairs?

### How to Answer

The candidate should demonstrate their organizational skills and ability to use various tools and methods to keep track of tasks. They should explain how they prioritize tasks, keep records, and ensure that routine maintenance is carried out regularly. They could also mention any computer programs or apps they use to help with this.



### **Sample Answer**

I keep a detailed logbook of all maintenance tasks that need to be done on a routine basis. I prioritize tasks based on urgency and importance. I also use a computer program to schedule reminders for tasks that need to be done regularly. If a repair is needed, I document it in the logbook and schedule a time to complete it, making sure to follow up to ensure the repair was successful.

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## **Can you describe your experience with HVAC systems?**

### **How to Answer**

The interviewer is looking for practical experience with heating, ventilation, and air conditioning systems. The candidate should discuss any relevant training, certifications, or on-the-job experience they have. They should also talk about specific tasks they've performed, such as installation, repair, maintenance, or troubleshooting of HVAC systems.

### **Sample Answer**

I have over five years of experience working with HVAC systems. I've completed a vocational training program where I learned how to install and repair HVAC units. In my previous role at XYZ Company, I was responsible for the regular maintenance of all HVAC systems in the building, including routine checks, filter changes, and troubleshooting any issues. I also have my HVAC certification, which has given me a thorough understanding of HVAC principles and best practices.

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## **Can you describe your experience with plumbing systems, and have you ever had to manage a plumbing emergency?**

### **How to Answer**

The interviewer wants to understand your practical experience with plumbing systems. Discuss any training or hands-on experience you have had, emphasizing your ability to troubleshoot and resolve issues. If you have dealt with a plumbing emergency, explain the situation, your actions, the outcome, and what you learned from the experience.

### **Sample Answer**

I have substantial experience with plumbing systems, having worked in building maintenance for over 10 years. I've dealt with a variety of issues from minor leaks to major pipe bursts. One emergency that stands out was when a main water pipe burst in a commercial building I was overseeing. I first shut off the water supply to prevent further damage. Then, I quickly assessed the situation and realized it was



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beyond my expertise, so I called a professional plumber. I stayed on site to assist and learn from the experience. This incident taught me the importance of quick decision-making and knowing when to call in specialists.

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**Can you describe a time when you had to adapt to new technology or equipment in your maintenance duties? How did you approach learning and implementing this new technology?**

**How to Answer**

The interviewer wants to assess your ability to adapt to new technologies and learn new skills. You should explain a situation where you had to learn about a new piece of equipment or technology. Discuss the steps you took to understand and implement it. Highlight any challenges you faced and how you overcame them. It's also a good idea to mention any training or resources you used to help you learn.

**Sample Answer**

In my previous role, the company started using a new computerized maintenance management system (CMMS) to better track and schedule maintenance tasks. At first, it was a bit challenging as I was used to manual record-keeping. However, I took the initiative to learn how to use the system effectively. I spent time after work studying the user manual and watching online tutorials. I also attended a workshop organized by the company to understand the system better. Within a couple of weeks, I became proficient in using the system and even trained some of my colleagues. This experience taught me the value of being open to new technologies, as the CMMS made our work more efficient and organized.

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**Can you tell us about a time when you had to make a critical repair that was beyond your skill level? How did you handle the situation?**

**How to Answer**

The interviewer is trying to gauge your problem-solving skills and how you handle situations that are beyond your capabilities. It would be best if you highlighted the steps you took to find a solution, such as seeking help from a colleague, researching the problem, or calling in a specialist. This question also tests your honesty and ability to recognize when a task is beyond your abilities, both of which are crucial in a maintenance role.

**Sample Answer**



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At my previous job, there was a time when I was tasked with repairing a complex electrical system which was beyond my skill set. I understood that the task was sensitive and any mistake could lead to major problems. Given the situation, I readily admitted to my supervisor that the task was beyond my capabilities. However, I also took initiative and suggested we could bring in a specialist electrician whom I had previously worked with. My supervisor appreciated my honesty and initiative, and the electrician was able to repair the system safely and efficiently.

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## How do you handle unexpected interruptions while you're in the middle of a complex maintenance task?

### How to Answer

The interviewer wants to understand how you manage your tasks and how you handle disruptions to your workflow. You should illustrate your ability to stay focused, adapt to changing circumstances, and effectively prioritize tasks. Ideally, you should provide an example from your previous work experience where you successfully navigated such a situation.

### Sample Answer

In my previous role, I was often called upon to handle urgent issues while in the middle of other tasks. One particular instance I recall was when I was performing routine maintenance on the HVAC system and an urgent plumbing issue arose. I assessed the situation and realized that the plumbing problem was critical and had to be addressed immediately. I secured my workspace, ensuring it was safe to leave, then addressed the plumbing issue. Once resolved, I was able to return to my original task and complete it. This type of situation was not uncommon, and I learned to quickly assess, prioritize, and adapt as needed.

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## Building Maintenance Technician Job Title Summary





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<b>Job Description</b>	A Building Maintenance Technician is responsible for the upkeep and repair of buildings and systems within a building. They fix day-to-day issues like electrical faults, plumbing issues, HVAC system problems, and manage regular maintenance tasks such as replacing light bulbs, painting, and carpentry.
<b>Skills</b>	Problem-solving, Physical stamina, Technical skills, Attention to detail, Communication, Time management
<b>Industry</b>	Construction, Real Estate, Hospitality, Education, Healthcare
<b>Experience Level</b>	Mid-level
<b>Education Requirements</b>	High school diploma or equivalent, with vocational training or an associate's degree in a related field preferred.
<b>Work Environment</b>	The work environment can vary based on the type of building. They might work in commercial buildings, schools, hospitals, or residential properties. The work often involves physical labor and may require working in confined spaces or at certain heights.
<b>Salary Range</b>	\$30,000 – \$50,000
<b>Career Path</b>	Building Maintenance Technicians can advance to supervisory roles or specialize in a specific area of maintenance, such as HVAC or plumbing. Some may also choose to start their own maintenance companies.
<b>Popular Companies</b>	CBRE, JLL, Aramark, Sodexo, ISS Facility Services

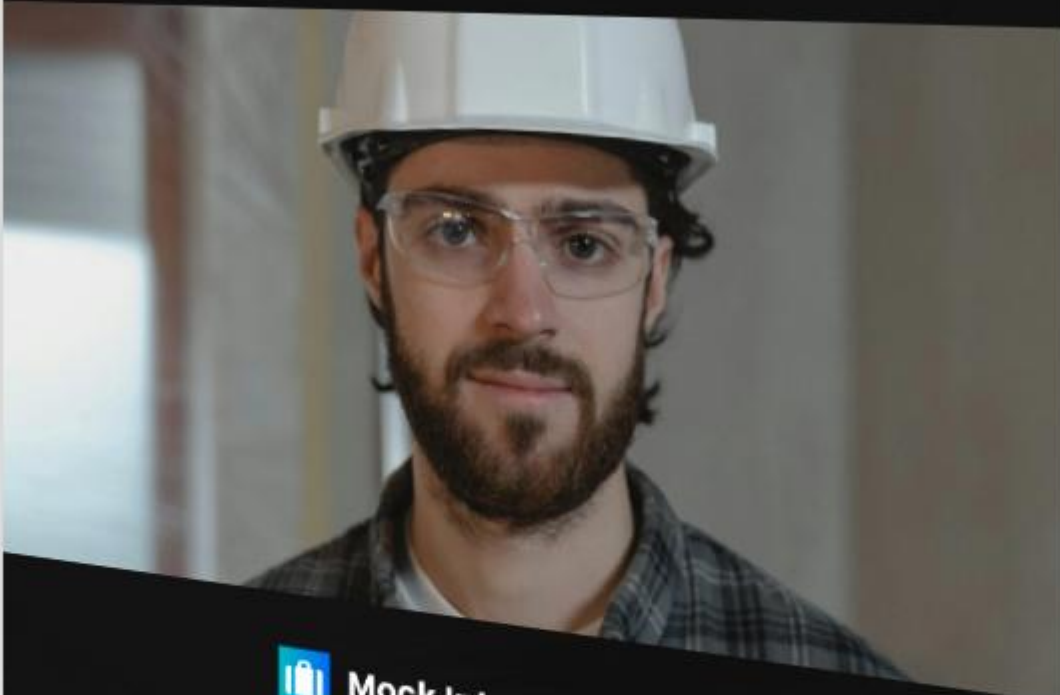


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