**Tester, System Support Officer and Tester/System Support Officer Questionnaire**

Please answer the 6 questions in this document and upload your finished final document as part of your online application. Amended versions of this document will not be accepted.

*Please check the appropriate box or, where relevant, specify your answer*

**1. A customer has called the helpdesk. The customer seems agitated and upset. As the conversation continues the customer begins to raise their voice and accuse you of not wanting to assist. You think there may be an underlying reason for their distress and need to calm them down to resolve the issue.**

**What method do you use to resolve this situation?** (Please select only one response)

Immediately get your Supervisor/Manager to assist;

Show the customer sympathy and agree with what they are saying – the customer is always right.  
  
 Adjust your body language, tone and try to re-assure the customer that you are there to help; or  
  
 Check that the information you are providing is accurate to prevent further distress.

**2. Whilst conducting a training session for a number of staff within a court, you’ve noticed that one trainee is having trouble understanding the training material. The other staff all appear to understand.**

**What steps would you take to assist the trainee?** (Please select only one response)

Say nothing and report the trainee to their supervisor;

Immediately stop the session and ask the trainee why they don’t understand such a simple process;  
  
 Use a natural break in the session to speak separately with the trainee, asking them if they need clarification or assistance then go over the material with them; or

Go back over the covered training material for the whole class.

*Please see over the page for additional questions.*

**3. A friend of yours has contacted you, asking for information about a matter of theirs before a court. Some of the information is otherwise publicly available and some of it is not. Your role does not ordinarily provide information to the public.**

**What action do you take?** (Please select only one response)

Provide the information to your friend;

Provide only the publicly available information to your friend;   
  
 Advise your friend to contact the court; or

Take no action, except to advise your supervisor of the request.

**4. Working within a team, you’ve noticed a relatively new team member consistently fails to perform to the same standard as you or the rest of the team.**

**How best do you response to the situation?** (Please select only one response)

Work harder yourself to cover for their shortcomings;

Get together with the rest of team to confront the underperformer and demonstrate in front of everyone how they should be doing their work;   
  
 Ask the team member privately if they understand the work, if there are any issues impacting their performance, if there is anything you can do to assist them, then forward that information to your supervisor; or

Speak to your supervisor’s manager to tell them that the new team member is not good at performing their job role.

*Please see over the page for additional questions.*

**5. Please provide an example where you provided assistance or training to someone. Please describe the situation, what you were required to achieve, what actions you took and what the outcome was** (Please provide your response using the STAR method (Situation, Task, Action and Result).

*Please see over the page for additional questions.*

**6. Please provide an example where you identified an issue in a business process and what steps you took to resolve the issue. Please describe the situation, what you were required to achieve, what actions you took and what the outcome was** (Please provide your response using the STAR method (Situation, Task, Action and Result).

This is the end of the questionnaire. Please upload your finished final document in your application process. Amended versions of this document will not be accepted.