

## Interview Questions: CU Network Administrator

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Candidate: \_\_\_\_\_

Interview: \_\_\_\_\_

### ***Traits to Look For When Hiring IT Talent for Your Credit Union***

Following are some techniques and interview questions that have proven successful for CU\*Answers when hiring resources for our network technologies staff. If your credit union is looking at hiring a network administrator or other IT resource, consider these attributes:

- Obviously, the number one thing to look for is attitude and a willingness to contribute. From that standpoint finding IT talent isn't that much different from finding any other talent. The profession has a reputation of lots of smoke and nebulous magic created by people who try to make others believe what they do is mysterious and miraculous. Not everybody understands it so they often can get away with this type of attitude.

If you ever get that feeling from a candidate, walk away. Follow your gut on the person and you probably won't go wrong. A common problem is the superior attitude present with a lot of people in the profession. Nobody knows everything and every day you learn something. So they have to be able to work well with others and be eager to support your staff.

- Regarding technical abilities: certifications such as an MCSE or MCP from Microsoft are helpful, but there are plenty of very talented people without any certifications, so this shouldn't be a prerequisite.
- Look for someone with a minimum five years experience supporting a network with multiple locations and a similar number of users or more as your credit union. Make sure they are familiar with the technologies you're using in your shop (i.e. Microsoft, etc.).
- They must be good with documentation. Make sure they are willing and able to document their solutions effectively. Ask for examples, but realize they may not be able to produce any due to privacy requirements of previous employers.
- They must be good with communication to upper management and keeping them and the CU Board in step with initiatives.
- If departmental budgets are key in your organization, make sure you get someone with experience drafting and operating within their budget.

- Look for someone experienced with disaster recovery and who were involved in drafting and executing DR plans and tests. Ask them for some specifics on what they did for their previous employer(s). What did they learn and is there anything they'd do differently?
- Ask them what programs they've implemented for end-user support; how would they measure success?
- Ask them what they would do in their first 90 days if you hired them. They should be able to explain how they would hit the ground running.
- You might want to look for someone experienced with end-user security training.
- If you can include in your interview someone with experience in the IT world that you trust (CU\*Answers will be happy to help!), have that person ask the candidate to explain some technical concepts (these would help weed out candidates who list skills on their resume but in actuality have little or no practical experience), such as:
  1. Explain to me how DNS works.
  2. Explain to me how DHCP works.
  3. (Assuming you're a Microsoft shop): Explain how you would use Group Policy in our organization.
  4. (Again, assuming you use MS): Explain to me how you would use a domain security policy to protect our computers.
  5. Explain how you would keep our computers up to date on patches and anti-virus.
  6. Explain how you would use a firewall to secure our network.
  7. What scripting languages have you used in the past and what problems did you solve with them?