Security technician

Interview scorecard

CANDIDATE

INTERVIEWER AND DATE

COMPANY AND OPENING

Record the person’s own work and the evidence behind each answer. Use the same questions for candidates being considered for the same opening.

0 No example / 1 Needs close support / 2 Works independently / 3 Can lead and train

01 A card reader shows access granted but the door doesn't unlock. How do you troubleshoot it?

Listen for: Relay output at the panel, lock power and polarity, the wiring to the lock, the door hardware itself, then the reader-to-panel configuration, in that order.

Evidence rating ☐ 0 ☐ 1 ☐ 2 ☐ 3

02 How do you handle customer passwords and codes?

Listen for: Stored only in the company's secure system, never texted or reused across sites, changed at handover and removed when a technician leaves.

Evidence rating ☐ 0 ☐ 1 ☐ 2 ☐ 3

03 Which access control and video platforms have you configured?

Listen for: Named platforms with the person's own configuration work (doors, schedules, credentials, camera setup, recording rules) and the training behind it.

Evidence rating ☐ 0 ☐ 1 ☐ 2 ☐ 3

Security technician

Interview scorecard

CANDIDATE

INTERVIEWER AND DATE

04 What would you do if a door you're working on is a required exit?

Listen for: Knowing that egress must remain free, choosing fail-safe hardware and request-to-exit correctly, and coordinating with the customer and the fire authority.

Evidence rating ☐ 0 ☐ 1 ☐ 2 ☐ 3

05 Describe an intrusion system false alarm you resolved.

Listen for: A real cause (sensor placement, pets, HVAC airflow, a loose contact, entry delay) found by checking the panel log and the device, and confirmed fixed with the customer.

Evidence rating ☐ 0 ☐ 1 ☐ 2 ☐ 3

Evidence ratings

0 No example / 1 Needs close support / 2 Works independently / 3 Can lead and train

Before the offer

Many states require an individual alarm or security license with a fingerprint background check. Verify both before the start date, and keep fire alarm scope in a separate posting if it needs its own license.

EVIDENCE OR CREDENTIALS TO VERIFY

NEXT STEP AND PERSON RESPONSIBLE

Role guidance and editable job description