

Garage Door Technician interview questions

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What to expect

Garage door interviews are practical rather than formal. Employers are trying to work out whether you can fault-find on your own, whether you will stop and make a door safe rather than push a job through, and how you come across to a homeowner who is standing in their driveway watching you work. Expect the technical questions to be grounded in real doors and real openers rather than textbook theory.

- **Technical and diagnostic:** Faults on springs, cables, rollers, tracks, motors, remotes and safety sensors, and how you work through them in order.
- **Process and installation:** The sequence you follow on a new installation, from measuring the opening to setting travel limits and handing over.
- **Safety:** Working at heights, restraining a raised door, isolating power before working on an opener, and knowing when to walk away from a door you cannot make safe.
- **Client-facing:** Explaining a fault, quoting extra work that turned up on the day, and handling a customer who only wants the cheapest fix.
- **Behavioural:** Past examples of unsupervised work, a job that went wrong, or a safety concern you raised.

A short phone screen first, covering your tickets, licence and driving record, then a practical session or a ride-along day with a senior technician where you work on a door or an opener while they watch. If that goes well there is usually a sit-down with the branch manager or supervisor, mostly about how you organise your day, how you handle customers and what you do when a job does not go to plan.

1. Walk me through how you would install a sectional door on a double garage opening, from measuring to handover.

Why they ask

This is the core of the job and the interviewer wants to hear a working sequence, not a memorised list. They are listening for the checks that separate someone who has done the job from someone who has watched it.

How to structure your answer

Walk-through structure. Start with measuring and checking the opening, then move through each stage in order and finish at handover. Name the measurements and clearances you check and the point at which you would stop and call the office.

Example answer

"First I measure the opening properly, width and height at several points because brickwork is rarely square, and I check headroom and sideroom against the door I am fitting. I confirm the surface the tracks will fix to, and if it is brick or a rendered wall with nothing solid behind it I would sort out the fixing before anything gets unloaded. I set the tracks level and parallel, pack them out where the wall is out, then build the door up panel by panel, fitting hinges and rollers as I go. Once it is hanging I balance it by hand, then tension the springs to suit the door weight, and I check the door holds position at halfway. Then the opener goes on: head unit, rail, brackets, wall control and sensors, set the travel limits, then set the force and run the safety reverse test with a piece of timber. Last thing is the handover, where I run the door with the customer watching, show them the manual release, show them the safety reverse working, and leave them the maintenance note."

2. A customer tells you the door goes down and then reverses before it reaches the floor. How would you diagnose it?

Why they ask

This fault can be a sensor, a wiring problem, a binding door or a logic board, and the interviewer wants to see whether you test in a sensible order instead of replacing parts until something works.

How to structure your answer

Fault-finding structure: confirm the symptom, split mechanical from electrical, test simplest causes first, then verify the repair. Explain how you would rule each cause in or out.

Example answer

"I would ask them when it started and whether anything changed, because that often points straight at it. Then I check the door by hand first with the opener disengaged. If it binds, jerks or feels heavy, the opener is probably seeing resistance and reversing for a reason, so I check the rollers, hinges, cables and spring balance before I touch the electrics. If the door moves freely, I move to the sensors: check the lenses are clean and aligned, check the indicator light on each one, and check the wiring at the terminals and along the track. Nine times out of ten it is a sensor that has been knocked out of alignment or a wire a rat has chewed. If those check out, I test at the wall control to see whether the fault is in the remote or the receiver, and then I use the multimeter on the motor and the board. Once I have found it, I run the door through several full cycles and do the safety reverse test before I call it done."

3. Tell me about a time you found a safety issue on a door that the customer did not want to pay to fix.

Why they ask

This comes up because technicians are on site alone and often under pressure to keep the customer happy. The employer wants to know you will document and escalate rather than quietly leave something unsafe.

How to structure your answer

STAR, with the emphasis on the action and the result. Set up the situation briefly, describe exactly what was unsafe, then focus on how you handled the conversation and what you recorded.

Example answer

"I was servicing a roller door on a rental property and found the bottom bracket had cracked away from the drum, so the curtain was being held by very little. The tenant said the owner would not authorise any extra work and just wanted the service done. I took photos, tagged the door out so it could not be operated, and showed the tenant why I was leaving it down. Then I called the property manager from the driveway while I was still on site, sent the photos through with a written description of the risk, and put it in my job notes as a safety issue declined by the owner. The property manager came back the next day and had it repaired, and it turned into a regular maintenance job for us."

4. You arrive for a quoted spring replacement and find the tracks, cables and rollers are also worn. How do you handle it?

Why they ask

Upselling is a sensitive area in this trade and the interviewer is testing whether you can recommend work honestly without turning it into a pressure sale.

How to structure your answer

Judgement structure: safety first, then evidence, then options, then record what was agreed. Make the distinction between what must be done now and what can wait.

Example answer

"I would finish looking at the whole door before I say anything, because quoting extra work two minutes after arriving looks like a sales pitch. Then I would show the customer the worn parts rather than describe them, point out the flat spots on the rollers and the fraying on the cable, and separate it into two groups. The spring is what I came for and that has to be done. The cable is a safety item, so I

would recommend it now. The rollers are noisy and will wear the tracks over time, so that is their call and it can wait a few months if they want. I would give them the options with the prices, let them decide without pushing, and write down on the job sheet exactly what I recommended and what they chose, so there is no argument later."

5. What checks do you do before you start work on a raised door or a torsion spring?

Why they ask

This is the highest risk part of the job and the answer tells the interviewer whether you have been trained properly or have picked up habits on site.

How to structure your answer

Safety-first structure: list the isolation and restraint steps in order, cover your own protection, then cover the site around you. Keep it sequential, because a jumbled answer here is a red flag.

Example answer

"Before anything else I make sure the power is isolated at the wall switch and, where I can, at the board, and I put my lock or tag on it. I disengage the opener so nobody can run the door while I am under it. If the door is going to be up at any point I check it is properly restrained, and if the springs are under tension I check the cables are sound before I loosen anything, because that is the part that hurts people. I check my ladder or platform is on solid ground and that I am not working off the door itself. Then I look around the space: cars, kids, pets, anything that could move into the area. Once the door is down and the tension is off, I re-check the cables and brackets before I start the repair, and after the job I run the door through full cycles and a safety reverse test before I reconnect the power."

6. How would you explain to a homeowner that their opener is on the way out and what their options are?

Why they ask

Technicians are the face of the business at the kitchen bench and in the driveway, and a customer who understands the options is far less likely to dispute the invoice or ring the office unhappy.

How to structure your answer

Plain-English structure: acknowledge the fault, explain the cause without jargon, lay out the options from cheapest to most involved, then confirm the next step.

Example answer

"I would start by showing them what is happening rather than telling them. I run the door so they can hear the motor straining and see it hesitate at the top, then I explain that the gear and the board inside the unit are worn and it will keep getting worse, not better. Then I give them the options. The first is to keep using it until it stops, which is fine but it will fail at some point and possibly with the car underneath. The second is to repair the unit, which buys time but on an older opener is often money spent on something near the end. The third is a new opener, which comes with a new warranty and the current safety features. I do not push them either way. I answer their questions, leave them the details, and ask what they would like me to put in the quote so the office can follow it up."