

Typical IT Support Interview Questions & Answers – Memorize

1. Please introduce yourself and tell us briefly about your previous work experience?

Answer Tip: This simple question, sets the stage up for decision-making for hiring managers, so be detailed in your response and hit the main key words during your reply. Do not spend more than 3-4 mins on this answer verbally.

Option 1

Thank you so much for taking the time to interview me. My name is John Smith. I am a Certified IT Support Specialist and I have a Bachelor of Science in ... I have been working for MACIR, a local non-profit organization, managing loaner laptops for Revere Public Schools. I have an intensive experience in Windows installation, Active Directory, and Office 365. I am confident with ITIL and IT professional Ticketing Systems such as Spiceworks and Jira. I enjoy troubleshooting computer systems, printers, and network connectivity issues and resolve them per Service Level Agreement.

Option 2

a. First off, thank you for taking the time to interview me. My name is <Your Name>. I have been in customer support roles for about <X years> now. I enjoy solving issues for customers and end-users. The IT support area potentially brings new challenges each day. I enjoy trouble-shooting issues & resolving them within SLA's. I am always willing to learn and apply myself quickly. I exhibit attention to detail and proactive behaviors. I am Google certified.

b. My past work experience includes support agent in <Industry name>. I've used Spiceworks ticketing system and also confident in ITIL Service Management processes. I am also quite comfortable working with end-users, documenting their issues and getting the right team to help them.

2. Describe your typical work day?

a. I am punctual and start my day at 8:45 am. I first check my voice mail, to see if there's any urgent messages on my work phone queue. If there's any action needed to resolve any reported issues, then I attend to those first. Next, I check my emails for flagged / urgent messages, and tackle those responses first. Then, I sign-on to my phone and login to Spiceworks to see which open tickets I need to follow up on and resolve, without missing the SLA on them. If I complete my work, I spend time either providing support to my co-workers, attending any meetings or keeping a little bit of time on hand (30-45 mins) each day to learn something new.

3. Could you give me an example of a customer issue, with details and what steps, did you personally take to resolve it?

a. Sure. I was expecting that question honesty...I'll use a recent example. One of our end-users called help desk and reported a web application not working. He was getting 404 (page not found errors on the browser). I quickly opened an incident ticket, captured screenshot of the error from the user and documented it. After that, I asked the customer if he had a couple of minutes to hold so I can also call Tier-2 support group and see what's going on. When I called Tier-2 on-call primary support, they confirmed to me that some overnight software update had failed that was causing an issue on the web application side. Technical teams were working on it and tier-2 expects to resolve it in about 15-20 minutes. Then I shared this information with my caller and apologized for the inconvenience it has caused him. He was very appreciative that I reached out to the right team and gave him the latest update on the issue and expected resolution time. I notified my manager about the details of the issue and updated the ticket, once issue was resolved in a timely manner.

***Be ready to answer any gaps in your resume and why are you looking to switch jobs**

4. ITIL – What do you know about ITIL and how does it relate to your role?

a. ITIL stands for Information Technology Infrastructure library. It's a UK standard for Service Management, now used worldwide. It defines the processes around how an organization handles incidents, changes and problems. Ticketing systems are designed keeping ITIL framework.

- i. Incident Management goal is to restore service to normal level. Quick Fix/Workaround.
- ii. Change Management process ensures that only approved changes and thoroughly tested changes are introduced into production.
- iii. The goal for Problem Management is to get to root cause and prevent recurrence of incidents.

5. Why should I hire you? Because:

- i. I keep an open mind to learning and I am adaptable
- ii. I am passionate about helping my customers
- iii. I am calm and patient with my customers
- iv. I take pride in my work and am detail oriented
- v. I am hard working yet find innovative ways to work smarter
- vi. I follow up on my tasks without reminders

6. Why are you moving to IT?

A lot of the soft skills I've used in my past jobs are also required in IT such as customers issue resolution, good communication, good documentation and follow ups. I wish to apply these skills to IT and also learn IT tools and processes. IT is used in every industry so I'd like to pick up more IT skills.

7. When can you join?

a. Please may I know how soon do you wish to fill this position? (Wait for a response...). Then you can say... I will need 1 or 2 weeks to join.

8. Do you have a location or shift preference?

No, I do not. I will work based on the company's need.

9. Do you have any questions for us?

Yes, I do.

- a. Besides what is on the job description, what are some other immediate 30-day expectations from someone coming in to fill this role?
- b. What advice would you have for me to succeed in this role?

10. What is your salary expectation?

I don't have an exact salary in mind but according to salary.com, the median salary for an IT support specialist in Greater Boston is \$56,000. I understand each industry and location could be different. Also, this may depends on education and experience. However, I would like you to know that I am flexible and I am sure that we can work it out if you tell me your salary range for this position.

11. Where do you see yourself 5 years from now?

5 years from now, I would like to master my job and look for new responsibilities.

12. Your strengths and weaknesses?

- a. Strengths: pick only three from the following list
- Good problem solving and troubleshooting skills
 - Good Communication skills
 - Strong customer service experience
 - Reliable, patient, respectful, ...
 - Time management

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- Always willing to learn new technologies
- Good Documentation Skill

b. Weaknesses: Sometimes I can't say no, I try to do everything on my own, and I do not seek help from another person. It often backfires, because I can't eventually solve the problem. But I try to learn to be more humble, and to evaluate the problems before deciding to solve them on my own. On the other hand I have great skills with computers, and can explain difficult things in a simple way, so final users understand my instructions.

13. Why do you want to work for our company/ what do you know about our organization?

Do your research about the company and be ready to mention 2 to 3 good characteristics about the organization that makes you attracted to work for them. Ex: I did my research about the organization and I realized that your organization has been financially stable, it offers a great benefit package, and it offers a lot of opportunities for growth for its employees.

14. Tell me about a situation when you disagreed with a customer, coworker, your boss?

- A situation when you had an angry customer?
- A situation when you had a conflict with your co-worker?
- A situation when you disagreed with your boss?

15. What do you like to do outside of work?

Outside of work, I like to volunteer for local nonprofit organizations especially tasks that are related to education and technology to help address the digital divide issue within the community.

16. What is DHCP?

Dynamic Host Configuration Protocol (DHCP) is a network management protocol used to dynamically assign an IP address and other network configuration parameters to each device on a network so they can communicate with other devices in the network.

17. What is DNS?

DNS stands for Domain Name Systems and it is responsible for mapping IP addresses with domain names

18 What is Active Directory?

“It is a directory service available with the Windows Servers Platforms. It stores information (user account / computer accounts) in a central database and allows users to have SSO (domain user account) for the company network.”

19. What is BSOD?

Blue Screen of Death is usually hardware or driver related but most will show a STOP code to help you figure out the root cause.

20. What is the IP address and how do you find it in your computer?

- ✓ Ipconfig to find out the IP address, subnet mask and the default gateway assigned by the DHCP
- ✓ Type in Google “What is my IP Address?” to find out the IP address assigned by ESP

NOTE: Remember – some of the questions may be asked in a slightly different manner but these same answers could be used for those as well. Keep this sheet in front of you, if it is a phone interview. You must be alert, and use these answers to questions that are similar to above. Stay calm, no need to get nervous. Interview means – you are just sharing your views with each other (Inter-Views). Nothing to be afraid of. Be relaxed and stay positive. Best of luck!

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