

## Must Memorize Before You Go for Your First Job Interview

### 1. Tell me about yourself?

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 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.

### 2. You have been working for MACIR. What did you do exactly with them?

- A. Deploying new computers by creating asset tags and adding them to Device Inventory.
- B. Installing Windows 10 and other software applications as requested by end users.
- C. Create and follow up on customer's issues using Spiceworks Ticketing System
- D. Troubleshooting computer issues remotely and onsite per Service Level Agreement (Remote Desktop Connections Ex: Quick Assist and Team Viewers)
- E. Troubleshooting of LAN, WAN, VLAN and VPN connectivity issues
- F. Office 365 Administration
- G. Create user accounts and manage groups in Active Directory
- H. Installation and troubleshooting of network printers

### 3. Why are you looking to switch jobs?

I have been working for MACIR as a contractor servicing loaner laptops at Revere Public Schools during the pandemic. Very soon all the students will be returning to school and I don't think that we will have much work as before.

### 4. Some of the common issues that an IT Support Specialist Deal with in a daily basis

- A. Outlook Not Receiving Emails
- B. Mouse/ Keyboard Not Working
- C. Website Not Working
- D. My Internet Not Working or slow
- E. I need Access to Network Drive
- F. Printer Not Working
- G. User can't connect to PC remotely
- H. My phone won't turn on
- I. My Audio Not Working
- J. My Outlook/ Word/ Excel is not responding
- K. Common Adobe Acrobat Issues
- L. Add ins Not Working
- M. Monitor Not Working

[Solutions for the listed Tier 1 Common Issues](#)

### 5. MACIR IT Department

IT Manager Rachid Moukhabir				
Network Engineer Soufiane Adli	Sys Admin Othman Ghazlaoui	Security Engineer Hamou Mouatamid	Software/Database Ali Azhari	Application Engineer Lhassan Elbaqali
Operations Team: IT Support Tier 3 (First Batch)				
Operations Team: IT Support Tier 2 (Second Batch)				
Operations Team: IT Support Tier 1 (New Batch)				