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## Your Best Job Interview Coach Since 2011

### *30 Common Interview Questions for Desktop Support Jobs (assistant, technician, engineer)*

- Why do you want to work as a desktop support specialist (technician, assistant, etc)?
- Why do you want to work for us, and not for one of our competitors?
- What would your former colleagues (school mates) say about you?
- Why do you think you can become a good desktop support specialist?
- Can you tell us something about your education?
- Can you tell us something about your past working experience? What were your principal working duties while you worked for XYZ company?
- Why did you leave your last job, or why do you want to leave your present occupation?
- Where do you see yourself in five years from now?
- What are your strengths and weaknesses?
- Describe a situation when you were under pressure in work.
- Describe a conflict you had with your colleague, and how you addressed the conflict.
- Describe a situation when you went above and beyond with your service (for a person who called you seeking assistance with some technical issue).
- Describe a time when you had to deal with an angry client. What was your reaction to the situation, and how did you manage to help them calm down?
- Describe a situation when you did not agree with the opinion (or decision) of your superior or supervisor, and knew that they were wrong. What did you do in this situation?
- Describe a time when you struggled with motivation in work (because you felt tired, because experienced personal issues or conflicts with your colleagues, or simply because of boredom and repetitive nature of the job). Did you rediscover your motivation, and if you did, how did you manage to rediscover it?
- Describe a time when you struggled to communicate something to your boss, colleague, or to a client (for example guiding them in a process of addressing some issue they faced with their computer). How did you eventually manage to get your message over?
- Describe a time when you experienced a conflict of your personal and professional interests.
- Describe a situation when you were unable to meet your goals in job. Why were you unable to meet them, and what you eventually did to meet these goals?
- Describe a situation when you were unable to solve the problem on your own.
- Describe a time when you have effectively resolved another person's request. What was the situation and what kinds of information did you gather to help assist in resolving their request?



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- Your task is to install the same operating system on twenty computers, all of them in the same network, all of them having the same basic configuration. Define the main steps you will take to carry out the installation with as little interruption of the workflow as possible.
- One of the users calls you complaining that their computer has been extremely slow for the past 48 hours. Define the process of troubleshooting, step by step.
- Imagine there is network of fifteen computers and your task is to add a new user to this network. How will you proceed?
- You have the administrator account and one of the users forgot their password. How will you reset their password? What will you say to the user? How will you instruct them?
- One of the users complaints that every time they run their web browser, the screen says it can not load the homepage, because a virus was detected, or a malware. How will you proceed in troubleshooting this particular problem?
- Is it possible to disable firewall in Windows 10? If we can disable it, how will you do it, and in which cases will you proceed with disabling the firewall?
- One of client's PCs needs a reinstall. But you need to back up all emails in their Outlook account. How will you do that, bearing in mind that the Windows will not start?
- Can you make the desktop icons in Windows 10 larger?
- What is the command prompt to check an IP address of a computer? Any other command prompts you regularly use?
- What will you do to secure Windows server files, dealing with an operation that can result in losing these files?
- Define the steps of installing a printer on user's desktop.
- You can not boot your Windows 10, because some files are missing. What will you do in this case?

**Source and advice for your desktop support interview:** <https://interviewpenguin.com/desktop-support-interview-questions/>