20 Interview Questions for Help Desk Jobs (specialist/technician/assistant)

- What has been your worst experience with help desk support?
- An end user calls you that their computer is very slow for the last three days. Describe the process of troubleshooting.
- How would you solve a conflict with the end user? (Describe a conflict you had with one of the users.)
- What would motivate you in this job to deliver an excellent service day in day out?
- Imagine a simple customer, someone who struggles to understand even the very basic instructions you give them. What would you do in such a case?
- Describe a situation when you were under pressure in work.
- Why did you leave your last job, and why you think help desk will be better for you?
- Describe a situation when you went above and beyond with your service (for the customer, for the colleague)
- Tell us more about your previous experience.
- Describe a situation when you reached a goal and tell us how you achieved it.
- Why should we hire you, and not one of the other dozen applicants who try to get this job of a help desk technician?
- Describe a situation when you did not agree with the opinion (or decision) of your superior or supervisor, and knew that they were wrong. How did you handle that?
- What are your weaknesses? Don’t you think they’d limit you in this job?
- Describe a situation when you faced a particularly demanding problem or challenge in your personal life. How did that affect you in your job?
- Where do you see yourself in five years from now?
- Describe a time when you were tempted to start a relationship with your colleague (or a client, or a customer).
- Describe a difficult decision you had to make in your professional career. How did making this decision affect you?
- Describe the biggest failure of your professional career.
- Tell us more about your education, and how it relates to help desk.