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

1. Why do you want to work as a desktop support specialist (technician, assistant, etc)?
2. Why do you want to work for us, and not for one of our competitors?
3. Can you tell us something about your past working experience?
4. In your view, what characterizes a great desktop support assistant?
5. How do you imagine a typical day in work?
6. Why did you leave your last job, or why do you want to leave your present job?
7. How do you feel about training other staff members?
8. What do you consider your greatest weakness when it comes to desktop support?
9. Describe a situation when you were under pressure in work.
10. Describe a situation when you went above and beyond with your service.
11. Describe a time when you had to deal with an angry client.
12. Describe a time when you struggled with motivation in work.
13. 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).
14. Describe a situation when you were unable to solve the problem on your own.
15. Tell me about the last time you made a mistake.
16. Imagine that you are already back home from work, and a client calls you, having a serious issue with their desktop, seeking your help. What would you do?
17. Your task is to install the same operating system on twenty computers, 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.
18. 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.
19. Imagine there is network of fifteen computers and your task is to add a new user to this network. How will you proceed?
20. 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?
21. 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?
22. Is it possible to disable firewall in Windows 10?
23. Can you make the desktop icons in Windows 10 larger?
24. What will you do to secure Windows server files, dealing with an operation that can result in losing these files?
25. Define the steps of installing a printer on user's desktop.
26. You can not boot your Windows 10, because some files are missing. What will you do in this case?
27. What do you mean by clustering? What are the benefits?
28. What is the best way to access the client in a different location, from the server?
29. What are your salary expectations?
30. Do you have any questions?

Source and answers to all questions: <https://interviewpenguin.com/desktop-support-interview-guide-book/>