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Interview Questions for Help Desk Jobs (Specialist/Technician/Assistant)

1. Why do you want to work as a help desk 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? (Walk us through your resume)
4. In your view, what characterizes a great help desk assistant?
5. How do you imagine a typical day in work?
6. How do you feel about training other staff members?
7. What do you consider your greatest weakness?
8. Describe a situation when you went above and beyond with your service (for a person who called you seeking assistance with some technical issue).
9. 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?
10. Describe a time when you struggled with motivation in work.
11. 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?
12. Describe a situation when you were unable to solve the problem on your own.
13. Tell me about the last time you made a mistake.
14. Imagine that you are already back home from work, and a client (based in a different time zone) calls you, having a serious issue with their desktop, seeking your help. What would you do?
15. 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.
16. 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.
17. Imagine there is network of fifteen computers and your task is to add a new user to this network. How will you proceed?
18. 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?
19. 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?
20. What are your salary expectations?
21.

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