IT Help Desk Job Interview Questions And Answers

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IT Help Desk Interview Questions And Answers Guide.

Question - 1:

IT Help Desk interview questions part 16:

Ans:

* What does being a team player mean to you?
* Give us an example of how you handled a conflict with another employee?
* What are your salary expectations?
* What would you consider your most important accomplishment?
* How would you define success?
* At your last review, what improvements did your manager suggest you make?
* What would your coworkers say about you?

View All Answers

Question - 2:

IT Help Desk interview questions part 15:

Ans:

* What do you like about your current job or what did you like about your last job?
* Give us an example of when you handled a stressful situation.
* Give us an example of one of the toughest problems you had to face, and how did you deal with it?
* Why do you think you should get this position?
* Do you think you are the best person for this job? If so, why?
* Why did you apply for this position?
* Why did you apply for a position with our company and what do you know about us?
* Why should we hire you?
* Tell us about your short and long term goals?
* Where do you see yourself five years from now?
* Please explain, what does customer service mean to you?

View All Answers

Question - 3:

IT Help Desk interview questions part 14:

Ans:

* What is IPv6?
* What are the physical & logical components of ADS?
* In which domain functional level, we can rename a domain name?
* What is multi master replication?
* What is a site?
* Which is the command used to remove active directory from a domain controller?
* What is the file that's responsible for keeping all Active Directory databases?
* Tell us a little bit about yourself?
* What are your greatest strengths?
* What are your greatest weaknesses?

View All Answers

Question - 4:

IT Help Desk interview questions part 13:

Ans:

* Name the process names for the following: System Attendant, Information Store, SMTP/POP/IMAP/OWA?
* What is the maximum amount of databases that can be hosted on Exchange 2003 Enterprise?
* What are the disadvantages of circular logging?
* >What is Active Directory schema?
* What are the domain functional levels in Windows Server 2003?
* What is the default domain functional level in Windows Server 2003?

* What are the forest functional levels in Windows Server 2003?
* What is a global catalog server?
* How can we raise domain functional and forest functional levels in Windows Server 2003?
* What is the default protocol used in directory services?

<u>View All Answers</u>

Question - 5:

IT Help Desk interview questions part 12:

Ans:

* What is the subnet for a class C network?
* Have you configured a NIS server/client before? If so, describe what you did.
* Have your configured a NFS server?
* What are RAID 1 and RAID 5?
* What are the required components of Windows Server 2003 for installing Exchange 2003?
* What must be done to an AD forest before Exchange can be deployed?
* What Exchange process is responsible for communication with AD?
* What connector type would you use to connect to the Internet, and what are the two methods of sending mail over that connector?
* How would you optimize Exchange 2003 memory usage on Windows Server 2003 with more than 1Gb of memory?
* What are the standard port numbers for SMTP, POP3, IMAP4, RPC, LDAP and Global Catalog?

<u>View All Answers</u>

Question - 6:

IT Help Desk interview questions part 11:

Ans:

* What is a VPN?
* What is a default route?
* How do you set a default route on an IOS Cisco router?
* What is a metric?
* What is a MAC address?
* What is ARP/RARP?
* Describe a TCP connection sequence.
* What is MTU?
* What other TCP setting can you modify besides MTU to shorten packets?
* What is the difference between layer 2 and layer 3 devices?

<u>View All Answers</u>

Question - 7:

IT Help Desk interview questions part 10:

Ans:

* What is OSPF?
* A user is complaining of delays when using the network. What would you do?
* What is the difference between layer 2 and layer 3 in the OSI model?
* What is the difference between a hub, switch, and router?
* What is a VLAN?
* What is the difference between TCP and UDP?
* How do you distinguish a DNS problem from a network problem?
* What are a runt, Giant, and collision?
* What is a broadcast storm?
* What is the purpose of VRRP?

<u>View All Answers</u>

Question - 8:

IT Help Desk interview questions part 9:

Ans:

* What is the difference between a hub and a switch?
* What is a network?
* What is Active Directory?
* What is TCP/IP and what does it stand for?
* What is a default gateway?
* What does DHCP stand for?
* What is an IP Address?
* What is the significance of the IP address 255.255.255.255?
* What are the 3 major classes of an IP network?
* What is a Class D IP address?

<u>View All Answers</u>

Question - 9:

IT Help Desk interview questions part 8:

Ans:

* Have you noticed some product-issues that you perceive could cause possible calls by end users/ customers?
* What steps do you take when handling an awkward call such as when the caller is concerned with their warranty or asking for a return or refund?

* Are you familiar with service manuals/schematics and how do you use them?
* What if a warranty has expired and a customer demands a no-charge repair?
* A customer could damage a product and expect the company to fix or replace it. How would you handle this situation?

View All Answers

Question - 10:

IT Help Desk interview questions part 7:

Ans:

* How have you built knowledge of products and services?
* What type of process discipline do you use?
* What communicating and networking systems are you familiar with?
* Have you ever used SAP or similar system?
* How do you manage and organize several departments? How do you monitor these departments?
* What type of systems development skills do you possess?
* What are your administrative practices?

View All Answers

Question - 11:

IT Help Desk interview questions part 6:

Ans:

* What IT help desk tools have you used in the past?
* What types of software applications and networking programs tools do you use? Can you list different IT products and your knowledge of these?
* Have you ever been responsible for maintaining a network setting? What was the base size, and expectations?
* Describe your IT trouble shooting procedure?
* What programs have you used to log and date calls?
* Describe you experience in: firewalls, spy ware detection and virus ware implementation?
* Describe your knowledge in: PC hardware and operating systems?

View All Answers

Question - 12:

IT Help Desk interview questions part 5:

Ans:

* How do you work as part of a help desk team to solve a problem?
* Do you solve problems better as a team member or individually?
* Can you describe a time when you worked with other help desk personnel to solve a problem or issue for a customer? Was it satisfying for you to be a part of that team?

View All Answers

Question - 13:

IT Help Desk interview questions part 4:

Ans:

* How would you describe your interpersonal communication skills?
* Have you ever had to deal with an extremely difficult customer/caller? How did you handle the situation? What do you do to de-stress?
* Have you ever been unable to help a customer or diagnose their technical problem? What did you do? Was it because you did not have the right information to solve the problem or issue?
* Have you ever had a customer get very angry? How did you handle the situation?
* Have you ever been unable to solve a help desk call?
* If the customer requires knowledge of a product you do not have, how would you respond?
* Would you describe yourself as organized?
* When you see a call is taking too long what did you do?

View All Answers

Question - 14:

IT Help Desk interview questions part 3:

Ans:

* How did you hear about our products and company?
* Do you use any of our products or similar products/competitors?
* Would you say that you are hands-on type of person?
* What is your expected typical time spent on an average call?
* Have you ever dealt with service and warranty centers?

View All Answers

Question - 15:

IT Help Desk interview questions part 2:

Ans:

* What is the best way to contact the help desk for support?
* How do I check my OSC e-mail via the World Wide Web?
* Where can I find resources for creating a website?
* Can I keep my OSC email account after I leave the college?

* How do I change my password?
* How do OSC passwords and University passwords affect each other?
* What is the password policy?
* How do I back up my Exchange email to my local computer?

View All Answers

Question - 16:

IT Help Desk interview questions part 1:

Ans:

* Where can I check my UH E-mail account?
* Where can I download UH Sponsored Software?
* What do I do if my computer freezes or gives me an error message?
* How Do I Publish a Web Page?
* How do I password protect my screen saver on a mac?
* How do I reset my user account password on a Mac?
* How do I use my Windows password as my screen saver password?
* How do I create a password for my user account in Windows?

View All Answers

Question - 17:

What you do if there is a link light now?

Ans:

I would start thinking there might be an issue with the internet and if possible check other computers.

View All Answers

Question - 18:

What server you used to reserve an IP address?

Ans:

Using a DHCP server

View All Answers

Question - 19:

What is a domain name resolution?

Ans:

DNS mapping an IP address to a host name for example 98.139.183.24 is the IP address for one of Yahoo's servers.

View All Answers

Question - 20:

What techniques you think would be helpful to improve the service?

Ans:

IT and computer knowledge would be an additional assets for an helpdesk associate, and even company can take a help of computer software to minimize the workload and to communicate with the customer effectively.

View All Answers

Question - 21:

As a help-desk associate what experience do you have?

Ans:

Speak about the experience that is related to your position, tell them what are the responsibilities that were involved and also explain what additional thing you were doing like managing call or using any software. If you don't have experience, you don't have to worry, you can tell them you are a fresher.

View All Answers

Question - 22:

What is service desk?

Ans:

The service desk is a single point of contact between customer and company, where all the information regarding the company's service are delivered.

View All Answers

Question - 23:

What is helpdesk?

Ans:

A helpdesk ensures that the customer's problems are resolved in a timely fashion.

View All Answers

Question - 24:

Do you analyze your mistake or just move on to another customer if the customer is not satisfied with your service?

Ans:

Help desk associate responsibility is to give a satisfactory solution to their customer, and if the customer's problem is not solved then a follow up needs to be taken till the problem is not solved.

View All Answers

Question - 25:

What you would do when caller did not understand what you are explaining?

Ans:

First I will repeat the question and try listen to the customer and if the customer is annoyed and is not ready to listen what you are saying, the best thing is to transfer the call to supervisor or another assistant.

View All Answers

Question - 26:

Tell me how you will organize your work schedule?

Ans:

Based on the priority, I will schedule my work and assignment accordingly.

View All Answers

Question - 27:

What you don't like about your job?

Ans:

Give your answer in brief and avoid telling something that related to customer service. If you want to say something that you don't like than you can mention that long queue of customers waiting for their turn is something you don't like.

View All Answers

Question - 28:

When a customer refuses to calm down how you deal with him/her?

Ans:

Such situation is very common in a help desk job. This question is again put in-front of you to check your ability how you face the stressful situation.

View All Answers

Question - 29:

Tell me are you a team-player or not?

Ans:

This question is generally asked to check whether candidate is capable of working under different circumstances and with different people. As help desk associate has to constantly deal with different people of different departments, and to work with them smoothly and efficiently teamwork is very important.

View All Answers

Question - 30:

Solving problem on phone how good you are?

Ans:

Solving problem face to face is different than handling them on phone. To convince your interviewer that you have an ability to solve the problem you can put an example of any previous incident where you have solved the customer problem on phone easily.

View All Answers

Question - 31:

Tell me how you face the criticism?

Ans:

Answer to this question will judge your level of patience, they want to check how positively you can take your criticism and how you deal with them without losing your temper.

View All Answers

Question - 32:

Tell me how would you rate your problem solving skills?

Ans:

This is a common question asked for help desk jobs, so again it is a personal question, and you can rate yourself on number 1 to 10 / 10.

View All Answers

Question - 33:

What you like the best thing about your job?

Ans:

When you bring smile on tense face of your customer by helping them and by solving their problems, it is the best thing that I enjoy during job. So, customer satisfaction is the best thing that I like most in my job.
View All Answers

Question - 34:

When you do not know the answer how do you respond?

Ans:

When you do not know the answer, tell the customer straightway that you don't know the answer instead of hitting around the bush. And ask them to wait till further assistance provided by your colleague or supervisor.
View All Answers

Question - 35:

Tell me are you flexible with the weekend's job?

Ans:

As far as I get another day off in place of weekend, I don't have any problem in doing weekend Job.
View All Answers

Question - 36:

Tell me your worst experience so far as a help desk assistant?

Ans:

Try to give answer where you had a minimum conflict or misunderstanding with the customer, and then explain how you had solved the problem.
View All Answers

Question - 37:

How will you help him/her if there is a customer who does not understand your language?

Ans:

I personally think that to help someone, language should not be barrier. Anyhow if you cannot help him out then the best thing would be to make him understand with the sign language (obviously when seeing the customer physically). Over a call, you can use google translate or similar tools to communicate with customer.
View All Answers

Question - 38:

Tell me what motivates you for the help desk assistant job?

Ans:

I like to communicate with people. Help desk assistant job is a type of job where you continuously interact with people and help them to solve their problems.
View All Answers

Question - 39:

Tell me the three abilities of an ideal help desk person?

Ans:

* Ability to listen others
* Ability to present your thoughts clearly
* To be patient especially in a tense situation
View All Answers

Question - 40:

Tell me how you deal with the frustrated customer?

Ans:

The first thing a help desk person must do is to try understanding the customer, also try to avoid the conflicts or any such things that disturbs the customer. Then you can confront with each other and try to solve the problem.
View All Answers

Question - 41:

What is the importance of IT skills in help desk service?

Ans:

To process your work quickly computer skills are very important these days. Computers not only make your work easy but also save your time and energy. I use internet, online books and other educational resource to upgrade my IT skills.
View All Answers

Question - 42:

Why company or organization really needs a helpdesk?

Ans:

The key to run company effectively is that the resources are available and operational all the time, especially if it is an IT company. Helpdesk is necessary as it makes sure that resources are available for customer and also operational reasons.

View All Answers

Question - 43:

Tell me how much important is customer service for you?

Ans:

The whole business depends on the customer service, and if you are at the help desk you are holding an important position to help the customer in best possible way.

View All Answers

Question - 44:

How would you fix the problem if someone finds that their internet connectivity is down?

Ans:

First of all, I would check the hardware. If modem or LAN port is OK than I will check the TCP/IP configuration and network settings.

View All Answers

Question - 45:

How will you troubleshoot if a user is unable to boot windows?

Ans:

I will use emergency repair disk and try to fix the problem. If problem still arise, I will re-install windows.

View All Answers

Question - 46:

How would you handle the circumstances if a user calls with a technical issue with which you are completely unfamiliar?

Ans:

I will call my supervisor or coworker right away to discuss the problem to find out a solution.

View All Answers

Question - 47:

Do you know what is ITIL?

Ans:

ITIL stands for Information Technology Infrastructure Library. It is basically a predefined set of practices for IT service management (ITSM) that focuses on aligning IT services with the needs of business.

View All Answers

Question - 48:

In what areas do you consider yourself to be a specialist?

Ans:

I am extremely expert in Hardware and Network troubleshooting. Besides, I am also skilled in installing operations systems, patches, antivirus, and other applications as required.

View All Answers

Question - 49:

Tell me how you keep your IT knowledge and skills up to date?

Ans:

I remain up-to-date regarding current trends and developments in the IT industry through internet, journals, books and acquaintances.

View All Answers

Question - 50:

Tell me how well-versed are you with troubleshooting hardware problems?

Ans:

Since I an A+ certified professional and also possess MCSE, I am quite familiar with hardware issues. From common hardware issues like a keyboard malfunctioning to more complex TCP/IP settings, I have skills in managing it all. Since I have working knowledge of networks and stand-alone personal computers, it is not too difficult to walk customers through troubleshooting procedures.

View All Answers

Question - 51:

When a caller says that he cannot log-in to his account what is the first thing that comes to your mind?

Ans:

The caps lock! Many customers make this mistake even though most modern operating environments prompt them when a caps lock is on. However, there are times

when the customer has forgotten his password and we have to reset it and other technical problems associated with logging in.

View All Answers

Question - 52:

How do you make sure that you are able to communicate what you want to say to the customer?

Ans:

It is true that many customers have trouble understanding what we at the help-desk are trying to tell them especially through technical walk through. Since we are not supposed to spend too much time on a call, should a situation like this arise, I usually take the customer's email address and tell him I will write the walk through for him and email it so he can follow the steps. This way he can read and re-read the instructions and understand and follow them at his own pace.

View All Answers

Question - 53:

What is excellence in customer service?

Ans:

Customers are a company's jewel and they need to be looked after in a manner not less than perfect. The best type of customer service comes about when you have been able to help the customer and he puts the phone down happily.

View All Answers

Question - 54:

Tell me how you handle an angry customer?

Ans:

What you need to focus on here is your understanding of basic communication skills. Don't get angry back at the customer, don't resort to name-calling or accusations, and make sure to keep everything professional. Don't stray from the topic at hand - if the customer is angry that the company ripped them off, express your sincere apologies and let them know you are doing everything in your ability to get them the help they need. Walk them through your process, answer all of their questions, and if you can't answer a question, never tell them, "I don't know." Find out. It is your job to find out for them, and any effort you make, even the smallest, that lets them know you're working for them - that you are on their side - is vital.

View All Answers

Question - 55:

Do you know What is good customer service?

Ans:

Good customer service means surpassing the customer's expectations, going out of your way to address their concerns and solve their issue with efficiency and a genuine desire to help. It means being available for the customer through any hardship, and making the extra effort to get them the help they need, even if you aren't the particular person fit for solving their problem. It means being honest with the customer, being clear and transparent about policy and other things that concern then, and making sure their experience was positive enough to guarantee they return, happy and fulfilled.

View All Answers

Question - 56:

What is IT Help Desk?

Ans:

A help desk is a resource intended to provide the customer or end user with information and support related to a company's or institution's products and services. The purpose of a help desk is usually to troubleshoot problems or provide guidance about products such as computers, electronic equipment, food, apparel, or software. Corporations usually provide help desk support to their customers through various channels such as toll-free numbers, websites, instant messaging, or email. There are also in-house help desks designed to provide assistance to employees.

View All Answers

Question - 57:

What are the skills for Help Desk Job?

Ans:

* Good verbal and written communication skills
* Positive communication habits ("people" skills, listening skills, etc.)
* Patience
* Eagerness to help others
* Quick, out of the box critical thinking skills
* Good with phones and computers
* Ability to multitask
* Manners

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