

Technical Help Desk Interview Questions

1. How would you troubleshoot a user who cannot log into their computer due to an "Incorrect Username or Password" error in Active Directory?
2. What steps would you take if a user reports that their account is locked out?
3. How would you add a new user to Active Directory, and what key attributes would you configure?
4. A user complains that they cannot access a shared network drive. How would you diagnose and resolve the issue?
5. What are Group Policies in Active Directory, and how can they be used to manage users and computers?
6. A network printer is not responding. How would you troubleshoot the issue?
7. A user reports that their print job is stuck in the queue. What steps would you take to fix this?
8. How would you prioritize a ticket where multiple users are affected by a system outage versus a single user with a software issue?
9. What steps would you take if a user is experiencing slow internet browsing but other users are not?
10. A user reports that their email is not sending or receiving. What troubleshooting steps would you take?
11. How would you handle a situation where a user's computer is running slowly and frequently freezing?
12. What steps would you take if a user reports that they have been receiving phishing emails?
13. Can you explain the difference between a local user account and a domain user account in Active Directory?
14. A user cannot connect to the company VPN. How would you troubleshoot this issue?
15. What are the most common reasons why a user might not be able to access a website, and how would you resolve the issue?

Personal/Behavior-Based Interview Questions

1. Can you describe a time when you had to deal with a difficult user? How did you handle the situation?
2. How do you prioritize multiple help desk tickets when several users have urgent issues?

3. Tell me about a time you went above and beyond to help a customer or end user.
4. How do you handle stress in a fast-paced IT support environment?
5. Have you ever had to explain a complex technical issue to a non-technical user? How did you ensure they understood?
6. Can you describe a time when you made a mistake at work? How did you handle it, and what did you learn?
7. How do you keep up with the latest technology trends and updates relevant to help desk support?
8. Tell me about a time when you had to work as part of a team to resolve an IT issue.
9. How would you handle a situation where a user is frustrated and demanding immediate assistance, but you have other priorities?
10. Describe a situation where you had to follow company policies or procedures that you did not necessarily agree with. How did you handle it?
11. Have you ever had to train or assist a coworker with a technical issue? How did you approach the situation?
12. What steps do you take to ensure excellent customer service while troubleshooting an issue?
13. Tell me about a time you had to meet a tight deadline in a help desk role. How did you manage your time?
14. What would you do if a user continues to experience the same issue even after you have attempted to resolve it multiple times?
15. Why do you want to work in IT support, and what motivates you in this role?