

# MOCK INTERVIEW SUMMARY

**Interviewee:** Thimna Gogwana

**Interviewer:** Sibahle Gogwana

**Date:** 12 October 2025

**Position:** Entry-Level ICT Support Specialist

**Duration:** 45 minutes

**Format:** Virtual (Microsoft Teams)

## INTERVIEW OVERVIEW

The mock interview simulated a real entry-level ICT position interview, covering technical knowledge, behavioural questions, and situational scenarios. The interview followed a structured format with time allocated for questions and feedback. The session was designed to test my communication, problem-solving, and technical support skills under interview conditions.

**Preparation:** Before the interview, I researched the responsibilities of an ICT Support Technician, reviewed common technical questions, and practiced using the STAR technique to answer behavioural questions effectively.

**Outcome:** The interview helped me identify my strengths in professional communication and confidence, as well as areas for improvement such as giving more detailed technical examples

## QUESTIONS ASKED:

1. "Tell me about yourself and your interest in ICT"
2. "Describe a technical project you're proud of from your studies"
3. "How do you approach troubleshooting a network connectivity issue?"
4. "Tell me about a time you had to work in a team with conflicting opinions"
5. "Where do you see yourself in 5 years?"
6. "What do you know about our company and why do you want to work here?"
7. "How do you stay updated with technology trends?"
8. "Describe a time you failed at a technical task and what you learned"

**KEY DISCUSSION POINTS:**

- Emphasized academic projects and practical applications
- Discussed problem-solving methodologies
- Highlighted adaptability and learning agility
- Addressed career aspirations and growth mindset
- Demonstrated knowledge of industry trends

**TECHNICAL TOPICS COVERED:**

- Basic networking concepts
- Troubleshooting methodologies
- Software development lifecycle
- Database fundamentals
- Customer service principles

**Overall Impression:** The interview provided valuable practice in articulating technical knowledge and professional competencies in a simulated real-world scenario.

# Screenshots of my video call setup

