

Google Interview Experience for IT Support Engineer

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I applied to Google IT support Engineering Profile by Referral from one of my friends, Initially, I provided my Resume and Transcript of all my Semester Exams Results.

Live Interaction: It was the First Interaction with Product Managers where they shared the complete hiring process and the Number of Rounds of Interaction to be organized by google.

First Technical Round: Here it was a blend of Generic Troubleshooting Scenarios and Problem-Solving Questions. They asked me Questions about sharing from experience where I worked in a leading position and asked me if given the chance to represent again what improvement I have done. Coming to the IT troubleshooting they asked me the question How to troubleshoot the Application related to their Corporate Tool is not working for you what all you have done. They are open-ended questions. There is no right for them because there can be multiple correct answers Be generic ask as much many questions as possible so that you can better understand the Problem.

After Completing the first round you will receive a call if you are selected and they will provide you with complete feedback they received from my Interview with Managers. The next 2 Rounds will be more related to the Googliness and OS, Software, Hardware Concepts, and also related to Computer Networks.

Second Technical Round: Here in this round the Troubleshooting questions will be a bit difficult, they will check whether you can tackle customers and how well you can handle customers who will come in a frustrated mood. They asked me two questions:

- You are the only Technical Support Engineer in the Small Company and now you are responsible to resolve their issue, the question is that you are connected with a wired network and your internet question is not working how you can resolve the problem.
- If their Laptop is not working they have a Presentation in the next 10 minutes on how will be resolving the issue. They also asked me the question if someone in your support department heard someone providing wrong information to customers what you will you do if the information can harm the users.

Third Technical Round: In this, they asked me questions like why I want to work as an IT Support Engineer and about my Graduation experience. They asked me that they have to Set up a computer for me if I am your customer and they wanted to know the purpose of every component.

My Personal Notes

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