

IT Admin & L1 Support Interview Playbook

Google Workspace – L1 Support Scenarios

Issue: Gmail not loading

Check internet → Try incognito → Clear cache → Check Google Status → Escalate if needed.

Issue: Cannot log in

Verify account active → Reset password → Check 2FA issues → Escalate if unresolved.

Issue: Deleted emails

Check Trash → Restore from Admin Console if <30 days → Escalate otherwise.

Slack – L1 Support Scenarios

Issue: Slack app not opening

Check internet → Try web version → Clear cache/reinstall → Verify account active.

Issue: Cannot share files

Check file type restrictions → Verify storage quota → Escalate if workspace-wide policy.

Jira – L1 Support Scenarios

Issue: Cannot log in

Verify active account → Reset password → Check SSO issue → Escalate to Jira Admin.

Issue: Cannot transition ticket

Check project permissions → Verify user role → Escalate if workflow issue.

Access Management – Google Workspace

Onboarding new user

Create account → Assign OU & groups → Grant Drive/Calendar → Assign license.

Promotion to Manager

Update group memberships → Adjust delegated access → Assign admin role if required.

Employee exit

Suspend account → Transfer data → Remove from groups → Reclaim license.

Access Management – Slack

Onboarding

Invite via Admin → Add to channels → Assign group → Restrict if intern/guest.

Department change

Remove from old channels → Add to new ones → Adjust permissions.

External consultant

Add as guest → Restrict channels → Set expiry date → Remove after project.

Access Management – Jira

Developer access

Add to Jira-dev group → Assign project role → Grant Browse/Create/Assign issues.

Manager read-only

Assign Project Viewer → Grant browse/view reports only → Restrict edits.

Ticket transition issue

Verify Transition permission → Add correct role → Escalate if custom workflow.

SaaS License Management

New tool rollout

Sync via SSO → Assign role-based licenses → Document approvals → Set deprovisioning process.

Dual role issue

Remove unnecessary admin rights → Keep audit log → Apply least privilege.

License reassignment

Suspend user → Reclaim license → Reassign to new joiner → Maintain usage records.

Key Interview Talking Points

Principle of Least Privilege

Grant only what's necessary.

Role-based Access Control

Use groups/OUs instead of individual assignments.

Audit & Monitoring

Regular reviews of access logs.

Onboarding/Offboarding

Checklists to avoid gaps.

Temporary Access

Time-bound and reviewed.