

# **Desktop Support L1 Interview Questions & Answers**

## **1. What is the role of a Desktop Support Engineer (L1)?**

A Level 1 Desktop Support Engineer handles the initial support requests from users, including troubleshooting hardware and software issues, basic network problems, printer issues, and providing support for commonly used applications.

## **2. What steps do you follow to troubleshoot a slow computer?**

1. Check Task Manager for high CPU/RAM usage
2. Remove unnecessary startup programs
3. Run disk cleanup and defragmentation
4. Scan for malware
5. Check for OS or driver updates

## **3. How do you resolve a printer not printing issue?**

1. Check printer power and connections
2. Verify it's set as the default printer
3. Clear the print queue
4. Restart the print spooler service
5. Check for driver issues or reinstall the printer

## **4. What would you do if a user can't connect to the internet?**

1. Check if other users have the same issue
2. Verify physical connections (Ethernet/Wi-Fi)
3. Check IP settings and run ipconfig/renew
4. Restart the router or switch
5. Flush DNS and reset network stack

## **5. What is Safe Mode and why is it used?**

Safe Mode is a diagnostic mode in Windows that starts the system with minimal drivers and services. It is used to troubleshoot software conflicts, driver issues, or malware.

## **6. What tools do you commonly use for remote desktop support?**

Common tools include Remote Desktop Connection (RDP), AnyDesk, TeamViewer, LogMeIn, and VNC. These allow remote access to diagnose and resolve user issues.

## **7. How do you handle a system that's not booting properly?**

1. Check power supply and cables
2. Observe error messages or beep codes
3. Boot into Safe Mode or Recovery Options
4. Use System Restore or Startup Repair
5. Check BIOS/UEFI settings

## **8. What are basic commands used in Command Prompt for troubleshooting?**

- ipconfig /all
- ping
- tracert
- nslookup
- sfc /scannow
- chkdsk

## **9. How do you map a network drive?**

1. Open File Explorer
2. Click on 'This PC' and 'Map network drive'
3. Choose a drive letter and enter the network path (e.g., \\Server\Share)
4. Enter credentials if required

## **10. How do you prioritize support tickets?**

Based on severity and impact:

- Critical: System-wide or major business impact
- High: Individual unable to work
- Medium: Intermittent issues
- Low: General requests or questions