

Service Desk Scenario-Based Interview Questions & Answers

Q: User reports computer is running slow. How would you troubleshoot?

A: Check CPU/memory/disk usage via Task Manager, verify disk space, scan for malware, disable unnecessary startup programs, check network latency, and verify system updates.

Q: A user cannot access a shared network drive.

A: Verify network connectivity, check if the drive is mapped, confirm permissions, test with another user account, and liaise with the network team if needed.

Q: Printer is not printing documents.

A: Check if the printer is powered on and connected, clear print queue, verify printer drivers, test printing from another PC, and restart the print spooler service.

Q: How do you handle a high-priority ticket during peak workload?

A: Acknowledge ticket immediately, communicate with stakeholders, prioritize based on SLA, start troubleshooting, and update progress regularly.

Q: What steps do you take when you suspect a phishing email?

A: Advise user not to click links, isolate the email, report to security team, scan system for threats, and educate user on phishing signs.

Q: A user forgot their password. What is your process?

A: Verify user identity, reset password using Active Directory, ensure complexity requirements, and advise the user to change it at next login.

Q: Your system monitoring tool alerts a server down. Actions?

A: Check connectivity (ping/remote login), verify power status, check logs, escalate to infrastructure team if unresolved.

Q: How to deal with an angry user on call?

A: Stay calm, listen actively, acknowledge frustration, assure help, resolve or escalate promptly, and follow up after fix.

Q: You receive multiple tickets for the same issue. What do you do?

A: Identify the root cause, create a problem ticket, inform affected users, and work on a permanent fix.

Q: How do you ensure SLA compliance?

A: Monitor ticket queues, prioritize based on urgency/impact, escalate if necessary, and update tickets regularly.

Q: User's application keeps crashing after login.

A: Check error logs, verify updates, reinstall application if needed, check system compatibility, and escalate to application vendor if unresolved.

Q: Explain your approach to remote troubleshooting.

A: Gather details, use remote desktop tools, replicate the issue, apply fix, verify resolution, and document steps taken.

Q: A VIP user's laptop is not booting before a big meeting.

A: Attend immediately, check power and hardware, try safe mode, use backup device if fix is not immediate.

Q: You notice recurring incidents from one department.

A: Investigate common causes, check for training gaps, propose preventive measures, and update knowledge base.

Q: Email is delayed for multiple users.

A: Check mail server health, review mail queues, check network latency, escalate to email admin if needed.

Q: System shows 'Blue Screen of Death' error.

A: Note the error code, boot into safe mode, update drivers, run diagnostics, and check for hardware faults.

Q: How do you document incidents?

A: Record symptoms, troubleshooting steps, resolution, time taken, and any follow-up actions in the ticketing tool.

Q: An update rollout causes application issues company-wide.

A: Rollback update, notify users, test fixes in staging, then re-deploy after validation.

Q: You are new to the service desk and receive a ticket outside your expertise.

A: Acknowledge ticket, attempt basic checks, escalate to relevant team, and follow up for learning purposes.

Q: How do you manage priorities when you have multiple open tickets?

A: Use SLA and impact-based prioritization, work on quick wins first, communicate delays, and keep stakeholders informed.

Q: You find a known error that could help resolve multiple issues faster.

A: Update knowledge base, share with team, and link the error article to relevant tickets.

Q: Describe your steps when onboarding a new user in IT systems.

A: Create accounts in AD/email, grant appropriate permissions, set up workstation, install required software, and test access.

Q: User complains of slow Wi-Fi connection.

A: Check signal strength, switch to wired if possible, restart router/AP, check interference, escalate to network team if unresolved.

Q: How do you prepare for a DR (Disaster Recovery) drill as a service desk member?

A: Review DR plan, ensure documentation is updated, test access to backup systems, and verify communication channels.

Q: Handling after-hours critical incident call?

A: Acknowledge immediately, perform initial triage, escalate per on-call process, and document actions for handover.