- Client 1: **25 users**
- Client 2: **40 users**
- Client 3: **15 users**
- Client 4: **72 users**

Total: 25 + 40 + 15 + 72 = **152 users**

1. What is TCP/IP?

TCP/IP (**Transmission Control Protocol/Internet Protocol**) is a set of networking protocols that allows communication between computers and devices over the internet and other networks. It manages how data is broken into packets, addressed, transmitted, routed, received, and reassembled to ensure reliable and efficient communication.

- **TCP** is responsible for ensuring that data packets are transmitted reliably and in the correct order.
- **IP** handles the addressing and routing of data packets, ensuring they reach the correct destination.

~~TCP/IP is a set of rules that allows computers to communicate with each other over the internet. It handles the sending and receiving of data packets between devices.~~

2. What is IP Address?

An IP address is a unique numerical label assigned to each device connected to a computer network for communication. It identifies the device's location in the network. There are two main versions: IPv4 and IPv6

3. What is a Firewall?

A Firewall prevents connection between two or more sources. It basically blocks any incoming or outgoing traffic. Firewalls help prevent unauthorized access, protect against malware, and enforce network security policies. They can be hardware or software-based.

4. What is a VPN?

A VPN is a Virtual Private Network. It allows users to create a secure connection over public networks such as the Internet.

5. What is DNS?

DNS stands for Domain Name System. DNS translates domain names to IP addresses so browser can load those Internet resources through the Internet protocol.

6. What is DHCP?

DHCP stands for Dynamic Host Configuration Protocol. It's a network protocol used to automatically assign IP addresses, subnet masks, and other network configuration settings to devices on a network. DHCP simplifies network management by eliminating the need to manually configure each device's IP settings, making it scalable and efficient.

7. What is Network Topology?

Network topology is a physical layout of the computer network and it defines how the computers, devices, cables, etc. are connected to each other.

8. What is ping?

Ping is a network utility used to test connectivity and measure response time between two devices on an IP network. It helps diagnose network connectivity issues, assess network performance, and troubleshoot latency problems.

9. What is Traceroute?

Traceroute (also known as tracert on Windows) is a network diagnostic tool used to track the path that data packets take from your computer to a destination server or host on the internet. It helps you understand the route or "hops" that your data takes, which can be useful for troubleshooting network connectivity issues, identifying latency or bottlenecks, and understanding the network topology between your computer and the target server.

10. What is a Router?

A router is a device that manages the flow of data to multiple connected devices. It is a network device that connects two or more network segments.

11. What is a Default Gateway?

A default gateway is a network device, usually a router allows devices within a network to communicate with devices in other networks by serving as the entry or exit point for data traffic.

12. What is a MAC Address?

A MAC (Media Access Control) address is a unique identifier assigned to a network interface controller of a device. It is a 12-digit hexadecimal number that helps identify the device on a local network.

13. What is Active Directory?

Active Directory is a Microsoft service that manages and organizes network resources like users, computers, and groups in a Windows network. It provides a secure way for users to log in, access authorized resources, and enables centralized management for administrators.

14. What is a Domain?

A domain is a logical grouping of network resources, including computers, servers, and user accounts, that share a common set of rules and policies. It enables centralized management and administration of these resources within a network.

15. What is Jump Box?

A jump box is a secure access point used to manage and administer other systems within a network.

16. What is a Group Policy?

Group Policy is a feature in Windows that allows administrators to control and manage various settings for users and computers in a network.

17. What is RAID, and why is it used?

RAID (Redundant Array of Independent Disks) is a technology that combines multiple physical hard drives into a single logical unit for redundancy, performance improvement, or both. RAID is used to: Improve data read/write performance (RAID 0). Provide redundancy for data protection (RAID 1, RAID 5, RAID 6).Offer a combination of performance and redundancy (e.g., RAID 10).

18. What is OST file?

An OST (Offline Storage Table) file is a local copy of mailbox data in Microsoft Outlook, allowing offline access and synchronization with the server when connected to the internet.

19. What is PST file?

A .PST (Personal Storage Table) file is a data file used by Microsoft Outlook to store email messages and other Outlook data on a local computer or storage device. It is typically used for archiving or backing up Outlook data.

20. What is Differential backup?

Differential backup captures changes since the last full backup, making the restoration process simpler.

21. What is Incremental backup?

Incremental backup captures only the changes since the last backup, saving time and storage space.

22. **HTTP** stands for Hypertext Transfer Protocol and is used by the majority of websites as a means of transmitting website data, and it allows for the use of hyperlinks. This Protocol uses TCP port 80.

23. **HTTPS** is a secure version of the HTTP protocol that allows for identity verification and low level encryption using TCP port 443.

24. What is Ether Channel?

IT is a networking technology that combines multiple Ethernet links into a single logical link, providing increased bandwidth, redundancy, and load balancing between devices.

25. What is VLAN?

VLAN stands for Virtual Local Area Network. It is a technology that logically divides a physical LAN into multiple isolated virtual networks, improving security and network management.

26. What is BGP

BGP stands for "Border Gateway Protocol," and it is a standardized exterior gateway protocol used to exchange routing and reachability information between autonomous systems (ASes) on the internet or within a large network. BGP is crucial for enabling communication between different networks and ensuring efficient data routing.

27. **SIEM:** SIEM is a security solution that gathers and analyzes log data from various sources to detect and respond to security events and threats in real-time, enhancing security posture and compliance.

28. **IP Monitor:** An IP monitor is a tool that tracks IP addresses within a network, ensuring proper allocation, managing conflicts, and assisting in maintaining network stability and security.

29. What is Putty?

Putty is an open-source terminal emulation and network tool used on Windows to connect to remote systems and devices using SSH, Telnet, and serial connections. It provides a text-based interface for command-line management.

30. What is Share Point?

SharePoint is a Microsoft web-based collaboration platform used for document management, team collaboration, and information sharing in organizations.

31. What is One Drive?

One Drive is a cloud-based file hosting and synchronization service developed by Microsoft. It allows users to store, access, and share files and folders from any device with an internet connection.

32. What is Virtualization?

Virtualization is a technology that creates virtual versions of computer hardware, operating systems, storage, or networks, allowing multiple virtual environments to run on a single physical server, improving resource utilization, cost savings, and flexibility for IT systems.

33. What is SCCM?

SCCM stands for System Center Configuration Manager. It is a comprehensive systems management tool developed by Microsoft for deploying, managing, and updating devices and applications in a networked environment.

34. What is Inventory management?

Inventory management is the process of tracking and managing an organization's IT assets, including hardware, software, licenses, and network devices, to ensure

accurate records, compliance, and optimal resource utilization.

35. What is SD-WAN?

SD-WAN stands for Software-Defined Wide Area Network. It is a technology that simplifies management and improves the performance of Wide Area Networks using software-based control and management.

36. What is Safe Mode?

Safe mode is a troubleshooting mode in computers that starts the operating system with minimal drivers and services to diagnose and fix issues with software or startup problems.

37. What is Blue Screen of Death (BSOD)?

The Blue Screen of Death is an error screen that appears on Windows computers when the operating system encounters a critical error. It indicates issues like hardware failures, incompatible drivers, or software conflicts.

38. What is cache memory?

Cache memory is a fast and temporary storage near the CPU. It stores frequently used data to speed up the computer's performance.

39. What is Data Encapsulation?

Packing of the data to send from one organization to another.

The appending and prepending of the protocol information, as data is processed from the application layer to the physical layer.

In a computer network, to enable data transmission from one computer to another, the network devices send messages in the form of packets. These packets are then added with the IP header by the relevant OSI reference model layer.

40. What is IMAP?

IMAP is an e-mail protocol IMAP stands for Internet message access protocol. It manages emails directly on the e-mail server instead of downloading them on the end user device all modern e-mail clients and servers support

41. Switching: Switching is a network process where data packets are forwarded from one device to another within a local area network (LAN). Information to make forwarding decisions, improving network efficiency.

42. Routing: Routing is the process of directing data packets from one network to another network, typically across different networks or subnets.

43. What is BitLocker? BitLocker is a Microsoft feature providing full disk encryption to safeguard data on computer hard drives. It encrypts the entire disk, including the operating system and user files, making it unreadable without the correct decryption key. While not directly related to networking, BitLocker enhances overall information security and can protect data transmitted over networks and connected devices.

44. TCP:

Three-way handshaking: 1. Client sends a SYN segment to the server, asking for synchronization (like hello server can you open the connection for me)

2. The server replies with SYN-ACK (server acknowledge the client and ask the client to open the connection too)

3. The client replies with ACK, which is like Yes

TCP is a connection-oriented protocol, which means it establishes a reliable and ordered data transfer between devices.

It ensures that data packets are delivered in the correct order and without errors.

TCP provides error-checking, acknowledgment, and retransmission mechanisms, making it more reliable but slightly slower than UDP.

It is suitable for applications that require guaranteed data delivery, such as web browsing, email, file transfer, and other critical data communication.

45. UDP: UDP is a connectionless protocol, meaning it does not establish a direct connection before transmitting data.

It is faster and more efficient than TCP since it does not have the overhead of establishing and maintaining a connection.

Unlike TCP, UDP does not guarantee data delivery, order, or error-checking. It is a "best-effort" protocol.

UDP is often used for applications where speed is crucial, such as real-time streaming, online gaming, VoIP (Voice over Internet Protocol), and other situations where occasional data loss can be tolerated.

46. Experienced in managing Microsoft Teams Room Video.

I possess significant expertise in deploying and managing Microsoft Teams Room Video Conference rooms. My skills encompass hardware installation, software configuration, and seamless integration with Microsoft 365 accounts. I excel in troubleshooting audio-visual issues, ensuring optimal performance, and conducting user training. My experience includes remote management, updates, and documentation for streamlined collaboration in these environments.

47. How can you backup outlook emails?

The best option is to use PST files to take outlook backups. We can use the export option in outlook to get a PST file for outlook data.

48. Trust Relationship issue

Login as local administrator and run the powershell command or "When encountering a trust relationship error while joining a domain, I would first check the network connectivity, verify the time synchronization, ensure the account isn't disabled or the password expired, try removing and rejoining the domain, and investigate any DNS issues, while also reviewing Event Logs for relevant error messages, and if necessary, consider resetting the machine account or checking for AD replication problems."

49. Outlook is not connected?

I would troubleshoot the Outlook connectivity issue by first confirming the user's complaint and checking their network connectivity. Then, I'd review and verify their Outlook configuration settings, test the email server's accessibility, and check for any firewall or antivirus blocking issues. Restarting Outlook and the computer might help, and I'd also test other applications' internet connectivity. If necessary, I would try starting Outlook in Safe Mode or creating a new Outlook profile. If local solutions fail, I'd escalate the problem to higher-level support or the email service provider for further assistance, ensuring clear communication and documentation throughout the process.

50. Outlook Email not receiving.

I would verify the problem, check the email server status, and review inbox rules and filters. I'd test email send/receive, restart Outlook, and verify antivirus/firewall settings. Checking email account settings and trying another device are crucial. Clearing cached credentials and disabling add-ins might help. If the issue persists, I'd reach out to the email service provider for further assistance. Throughout the process, I'd maintain clear communication with the user and document all steps taken to ensure a prompt resolution.

51. How you diagnose printer issues?

- First, I'd gather information from the user to understand the nature of the problem.
- Then, I'd examine the physical condition of the printer and ensure all connections are secure.
- I'd verify that the correct printer drivers are installed and up-to-date.
- Clearing the print queue and testing with another device, if possible, could help pinpoint the issue.
- Reviewing printer settings and checking for firewall or antivirus interference is crucial.
- If available, I'd utilize printer diagnostic tools to identify any specific problems.
- If the issue persists, I'd consider reaching out to the manufacturer's support for guidance.
- Throughout the process, I would document each step taken to troubleshoot the problem effectively.

52. Tell me about yourself?

Hello, my name is ……l. I have a strong background in IT support with over 6 years of experience in the field. I'm certified in CompTIA Security+, Network+, and Microsoft Azure Fundamentals, and a proven track record of efficiently resolving complex technical issues. With my expertise in managing various systems and networks, I am seeking a growth-oriented organization where I can provide excellent customer service and continue to expand my skills.

I have extensive experience in managing Active Directory Services, Exchange Server, Office 365, Group Policy, DHCP, DNS, VoIP, and printer management. My networking knowledge includes TCP/IP, routing, LAN/WAN, switching, firewall rules, VPN, and other related technologies.

Overall, I am a dedicated IT professional with a passion for delivering exceptional customer service and a commitment to ongoing learning.

53. What is your recent project?

As an IT Support Specialist at Orion Consultant, my recent project involved configuring and maintaining the network infrastructure, which included switches, routers, firewalls, and wireless access points. I ensured the smooth operation of the network by troubleshooting any network-related issues and resolving them promptly. Additionally, I managed user accounts and security groups in Active Directory, conducted PC imaging, and provided support for desktops, laptops, mobile devices, and applications. I also played a key role in managing the Office 365 and Azure platforms, assisting global users with OneDrive, mailbox, and Outlook issues.

54. **Strength:** One of my strengths is my strong technical skills and ability to troubleshoot and resolve IT issues efficiently. I have a solid understanding of various systems and technologies, which allows me to provide effective support to end-users.

55. **Weakness:** I would say my weakness is occasionally getting too focused on solving complex technical problems, which can result in spending more time than necessary on a single issue. However, I am actively working on improving my time management skills to balance thoroughness with efficiency.

56. How do you keep yourself updated with the current technology?

I stay updated through courses, certifications, tech news, forums, social media, conferences, and experiments with new tech. Security are a priority for efficient IT support.

57. What is your troubleshooting process?

My troubleshooting process involves actively listening to the user's problem, gathering information to diagnose the root cause, and then applying a systematic approach to identify and implement solutions. I communicate effectively with the user throughout the process and document the steps taken for future reference.

58. Where do you see yourself in 5 yrs?

In the next 5 years, I see myself taking on more responsibilities, and becoming an invaluable asset to the organization. I aim to stay updated with the latest technologies and industry best practices to provide even more efficient and effective support. Additionally, I aspire to take on leadership roles and contribute to the team's success and growth.

59. How do you handle a frustrated user?

I remain calm and empathetic, actively listen to their concerns, and assure them that I'm here to help. I ask clarifying questions to understand the problem better and provide step-by-step guidance for resolving the issue. If necessary, I escalate the problem to higher-level support while keeping the user informed throughout the process.

60. "Why should we hire you? "?

"You should hire me because I bring a strong background in IT Helpdesk support, a dedication to providing excellent customer service, and a proven ability to troubleshoot and resolve technical issues efficiently. I am a quick learner, adapt easily to new technologies, and thrive in fast-paced environments. With my strong communication skills and attention to detail, I am confident in my ability to contribute to your team and deliver exceptional IT support."

61. How many tickets did you solve in a day?

In my previous role as an IT Helpdesk professional, the number of tickets I solved in a day varied depending on the complexity of the issues and the overall workload. On average, I handled and resolved 20 to 25 tickets per day. However, it's important to note that I prioritize quality over quantity

62. How do you prioritize tasks?

I prioritize tasks by considering their importance, urgency, and impact. By assessing these factors, I can determine which tasks require immediate attention and focus on those that have the greatest significance and time sensitivity.

63. How do you handle a situation when you don't know the solution to a user's problem?

If I don't know the solution immediately, I let the user know that I'll look into the issue and get back to them as soon as possible. I then research the problem, consult documentation or colleagues, and escalate if needed.

64. How do you troubleshoot a computer that is unable to connect to the internet?

- First, I'd check the physical connections, including cables and Wi-Fi signal strength.
- I'd confirm if other devices on the same network are able to connect, determining if the issue is isolated.
- I'd try accessing websites using their IP addresses to test for DNS problems.
- I'd review proxy settings to ensure they aren't causing the issue.
- Running network diagnostic tools like ping, traceroute, and ipconfig (on Windows) or ifconfig (on Linux/macOS) can provide insights into the problem.
- It's important to check if any firewall settings are blocking internet access, which could be a potential cause of the problem.

65. Share an experience where you went above and beyond to provide exceptional customer service.

A user faced persistent software crashes. I not only fixed the issue but also conducted a remote training session to help them better navigate the software, leaving them empowered and appreciative.

66. Tell me about a time when you had to manage multiple tasks simultaneously.

In a busy IT support environment, I often balanced user requests, troubleshooting, and system updates. I prioritized tasks based on urgency and impact, ensuring timely resolutions while maintaining overall IT operations.

67. Share an example of a challenging technical problem you faced. How did you approach it?

I encountered a network outage affecting multiple users. I swiftly organized a team, identified the root cause, and implemented a solution that involved reconfiguring a network switch. Our collaborative effort led to a quick restoration of services.

68. Describe a situation where you had to explain a complex technical issue to a non-technical user.

A user struggled with understanding a software error message. I used simple language, analogies, and visual aids to break down the issue and guide them through troubleshooting steps. They appreciated the clarity and successfully resolved the issue.

69. Tell me about a time you had to handle a user's frustration with technology.

A user was upset due to frequent email errors. I empathized, assured them we would resolve it, and provided step-by-step guidance. Their frustration eased as we progressed, and their gratitude after the issue was resolved was rewarding.

70. Share an experience where you went above and beyond to provide exceptional customer service.

A user faced persistent software crashes. I not only fixed the issue but also conducted a remote training session to help them better navigate the software, leaving them empowered and appreciative.

71. Tell me about a time you collaborated effectively with colleagues from different departments.

During a system migration project, I collaborated with the HR department to ensure user accounts were accurately transferred. Our open communication and joint efforts led to a seamless transition.

72. Share an experience where you identified a process improvement opportunity. How did you implement it?

I noticed that our software deployment process was time-consuming. I proposed automating it with scripting, presented the benefits to the team, and successfully implemented the streamlined process.

73. Describe a situation where you successfully resolved a conflict within your team.

There was disagreement on prioritizing support tasks during a busy period. I facilitated a team discussion, highlighted the urgency of certain tasks, and found common ground that allowed us to manage tasks effectively.

74. Tell me about a time when you made a mistake. How did you handle it?

I once misconfigured network settings, causing connectivity issues. I admitted the mistake, promptly resolved it, and documented the correct steps to prevent future occurrences. This transparency reinforced trust with colleagues.

75. An MSP is a Managed Service Provider, a company that offers managed IT services to clients, handling tasks like network monitoring, cyber security, and support on a subscription basis.

76. Do you have any questions?

- I was curious to know which incident management software your company uses for the IT department
- I wanted to ask how many people the company currently has in the desktop support department

77. If One Of Our Computers **Is Working Slow. How Would Diagnose the Issue?**

There could be many reasons for a slow system. Sometimes it can be low storage space or sometimes application is causing it. A slow network is also one of the reasons for a slow computer. To assess the issue, I will first ask a few questions to know the cause. Once I have information, I will reboot the system so that it can reconnect to the network issue and memory can be cleared as well. If rebooting does not solve the issue, I will run troubleshooting on the memory and storage along with the network connection.

78. How Do You Stay Motivated At Work?

I like to solve problems because it engages my mind a lot. This is my motivation to go to work when I think about all possible problems that can come to me and if there is going to be a new problem that will make me think for the longest period

79. Describe your daily routine as an it Support Specialist?

The task might be the same but the problem and its complexity are different. Once I enter the office, I am looking after installing, configuring, and supporting laptops, PCs, tablets, and mobile phones and installing, configuring, and supporting network printers. As I maintain email accounts, I have to make sure that there is network backup too. If required, I will be fixing LAN issues and adding and deleting accounts too. If there is new hiring at work, I have to install an operating system, scan for viruses, manage the firewall and configure the network along with internet connectivity as I install hardware and software.