

**SCCM (System Center Configuration Manager)** is a software management tool developed by Microsoft that allows IT administrators to manage large-scale deployments of software and updates across an organization's network of computers. SCCM provides a centralized console for managing software, operating system updates, endpoint protection, inventory, and reporting.

With SCCM, administrators can automate software deployments and updates, monitor compliance, track hardware and software inventory, and remotely troubleshoot issues on endpoints. SCCM integrates with Microsoft Endpoint Protection to provide a complete endpoint security solution for Windows devices.

SCCM is widely used in enterprise environments to manage Windows-based endpoints, including desktops, laptops, servers, and virtual machines. It can also be used to manage mobile devices running Android, iOS, and Windows 10 Mobile through integration with Microsoft Intune.

How would you proceed to explain DNS to someone with no technical background?

To explain DNS to someone with no technical background, you could use an analogy to a phone book. Just as a phone book is a directory that matches phone numbers with the names of the people associated with those numbers, DNS is a directory that matches domain names (e.g., [www.example.com](http://www.example.com)) with the numerical IP addresses that computers use to communicate with each other over the Internet.

Here's an example of how DNS works:

1. When you type a domain name (e.g., [www.example.com](http://www.example.com)) into your web browser, your computer sends a request to a DNS server to look up the corresponding IP address.
2. The DNS server searches its directory for the IP address associated with the domain name.
3. If the DNS server finds the IP address, it sends it back to your computer.
4. Your computer uses the IP address to establish a connection to the web server that hosts the website.

So, in essence, DNS acts as a kind of "translator" that allows you to access websites and other online resources using easy-to-remember domain names rather than having to remember the numerical IP addresses.

### 30. What according to you is the major difference between Windows 7 and Windows 10?

Ans: **In Windows 7 you aren't able to see any frequent updates, whereas Windows 10 is available with two major updates per year.**

What according to you is the major difference between Windows 7 and Windows 10?

There are several differences between Windows 7 and Windows 10, including:

1. User interface: Windows 10 has a more modern and visually appealing user interface than Windows 7. It also has a number of new features, such as the Start menu, virtual desktops, and Cortana, that are not available in Windows 7.
2. Security: Windows 10 has more advanced security features than Windows 7, such as Windows Hello, which allows users to log in with facial recognition or a fingerprint, and Windows Defender, which provides built-in antivirus protection.

3. Performance: Windows 10 is generally faster and more efficient than Windows 7, especially on newer hardware.
4. Features: Windows 10 includes a number of new features and capabilities that are not available in Windows 7, such as the Microsoft Edge web browser, the Xbox app, and support for virtual reality.
5. Support: Microsoft ended support for Windows 7 on January 14, 2020, which means that it no longer releases security updates or technical support for the operating system. Windows 10, on the other hand, will continue to receive updates and support from Microsoft.

What \_\_\_\_\_ is \_\_\_\_\_ BIOS?

BIOS, or Basic Input/Output System, is firmware embedded on a computer's motherboard that initializes and manages hardware components during startup. It serves as the interface between the operating system and the hardware, facilitating communication and providing essential functions such as booting the system and running diagnostic tests. While BIOS has been largely superseded by UEFI (Unified Extensible Firmware Interface) in modern computers, it remains crucial for system initialization and configuration.

#### Q #7) How will you explain the Troubleshooting process to a Customer for their slow Computer?

To troubleshoot a slow computer, you can try the following steps:

1. **Restart the computer:** Sometimes, a simple restart can fix issues that may be causing the computer to run slow.
2. **Check for viruses:** Viruses and malware can slow down the computer and cause other issues. Make sure that you have antivirus software installed and run a full scan to check for any infections.
3. **Close unnecessary programs:** If you have multiple programs running at the same time, it can slow down your computer. Close any programs that you are not using to free up resources.
4. **Check for updates:** Make sure that you have the latest updates for your operating system and other programs. Outdated software can cause performance issues.
5. **Clean up your hard drive:** Over time, your hard drive can become cluttered with temporary files, old documents, and other unnecessary data. Use a disk cleanup tool to remove these files and free up space on your hard drive.
6. **Check your internet connection:** If your internet connection is slow, it can cause your computer to run slow as well. Test your internet speed and contact your internet service provider if there are any issues.
7. **Check for hardware issues:** If you have tried all of the above steps and your computer is still running slow, it may be due to a hardware issue. You may need to take the computer to a professional to diagnose and fix any hardware problems.

By following these steps, you should be able to troubleshoot and fix most issues that are causing your computer to run slow.

---

#### Q #8) What will you do if your PC doesn't turn on?

If your PC doesn't turn on, there could be a number of reasons for this. Here are a few things you can try:

1. **Check the power supply:** Make sure that the power cord is plugged in and the outlet is working. If you are using a laptop, make sure that the battery is charged.

2. **Check the hardware:** Make sure that all of the cables are securely connected and that there are no loose parts inside the computer.
3. **Check the monitor:** If you are using a desktop computer, make sure that the monitor is turned on and that the cables are securely connected.
4. **Test the power outlet:** If you have another device, such as a lamp, that you can plug in, try plugging it into the same outlet to see if the outlet is working.
5. **Try a different power cord:** If you have a spare power cord, try using it to see if the issue is with the cord.
6. **Check for a BIOS update:** Sometimes, a BIOS update can fix issues with the computer not turning on. Check the manufacturer's website for any updates.
7. **Check for a hardware issue:** If you have tried all of the above steps and your computer still doesn't turn on, it may be due to a hardware issue. You may need to take the computer to a professional to diagnose and fix any hardware problems.

By following these steps, you should be able to troubleshoot and fix most issues that are causing your computer not to turn on.

### **"Q #10) Have you ever gone the extra mile in your previous Job?"**

If you are being asked this question in an interview as a help desk technician, you should think of an example from your previous job where you went above and beyond the expectations of your role. This could involve working extra hours, taking on additional responsibilities, or finding creative solutions to difficult problems.

Here is an example of how you could answer this question:

"Yes, I have gone the extra mile in my previous job on several occasions. One example is when we had a major outage at the company and I stayed late to help resolve the issue. I also took the initiative to research and implement a new process for tracking and resolving customer issues, which ended up saving the company a significant amount of time and resources."

By providing a specific example, you can show the interviewer that you are a dedicated and proactive employee who is willing to go above and beyond to ensure that the job is done well.

### **Tell me about your experience with Good Customer Service.**

- Describe your responsibilities in your previous customer service roles and how you assisted customers with their inquiries or issues.
- Share examples of how you went above and beyond to ensure that customers were satisfied with the service they received.
- Discuss any training or certifications you have received in customer service, such as a customer service representative certification or courses in communication skills.
- Emphasize your ability to listen actively and effectively communicate with customers, and how you approach difficult situations with patience and empathy.

Here is an example of how you could answer this question:

"I have several years of experience in customer service roles, including positions in the retail and service industries. In my previous job as a customer service representative at a telecom company, I was responsible for assisting customers with a wide range of issues, from billing inquiries to technical support. I always tried to go above and beyond to ensure that customers were satisfied with the service they received, and I

received several positive feedback from customers for my patience and helpfulness. I have also received training in customer service, including a customer service representative certification, which has helped me develop my communication and problem-solving skills. Overall, I am passionate about providing g

#### **Q #12) Have you ever found it difficult to work with a colleague?**

Yes, I have had to work with colleagues who I found difficult to work with at times. One example was when I was working on a project with a colleague who had a very different work style and approach to problem-solving than I did. We had some difficulties communicating and collaborating, which led to some delays and frustration. However, I recognized that the project was more important than our personal differences, and I made an effort to better understand my colleague's perspective and work with her to find common ground. We were eventually able to complete the project successfully, and I learned a lot from the experience about the importance of adaptability and communication in team situations. I believe that my ability to work effectively with colleagues, even when there are challenges, is one of my strengths as a help desk technician."

#### **Q #13) How well can you handle Criticism?**

"I believe that I handle criticism well because I see it as an opportunity to learn and grow. I have had experience receiving criticism in various forms, such as performance reviews, feedback from customers, and constructive criticism from colleagues. In each case, I have tried to listen actively and take in the feedback without getting defensive or upset. I think it is important to keep an open mind and try to understand where the criticism is coming from, and to see it as a chance to improve and learn, rather than a personal attack. I also try to stay focused on finding solutions and moving forward, rather than dwelling on the criticism. Overall, I believe that my ability to handle criticism well is an important part of my growth as a help desk technician and a professional."

#### **Q #14) Are you flexible in your Schedule?**

As a help desk technician, it is important to be flexible and adaptable in your schedule, as you may be required to work different shifts or be on call for emergency situations. To answer this question in an interview, you should demonstrate your willingness and ability to be flexible with your schedule.

Here are a few points you could include in your answer:

- Discuss any previous experience you have had working different shifts or being on call, and how you were able to adapt to these schedules.
- Emphasize any qualities or skills you have that enable you to be flexible, such as being organized and able to manage your time effectively.
- Share any specific examples of times when you had to be flexible with your schedule, and how you were able to accommodate the changes.
- Mention any efforts you have made to be flexible in your current or previous jobs, such as volunteering for additional shifts or taking on extra responsibilities.

**"Yes, I am flexible in my schedule and have experience working different shifts and being on call. In my previous job as a help desk technician at a healthcare organization, I was often required to work overnight and weekend shifts, as well as being on call for emergency situations. I was able to adapt**

to these schedules by being organized and managing my time effectively. For example, I made sure to get enough rest and take care of my personal responsibilities during the day, so that I could focus on my work when I was on shift. I also enjoyed the challenge of working different shifts and being able to assist customers and colleagues during non-traditional hours. Overall, I believe that my flexibility and adaptability are important qualities for a help desk technician, and I am always willing to be flexible and accommodate changes in my schedule as needed."

**Q #15) What do you do if you don't understand an issue or if you don't know anything about it?**

"If I don't understand an issue or if I don't know anything about it, my first approach is to try to gather as much information as possible. This could involve asking the customer or colleague for more details, reviewing documentation or online resources, or consulting with colleagues who have more expertise in the area. I believe that it is important to be proactive and take the initiative to find solutions, rather than simply giving up when faced with a challenge. At the same time, I am also aware of the importance of seeking out help or clarification when needed, and I am not afraid to ask for assistance from my colleagues or superiors when necessary. I have had to deal with several challenging or unfamiliar issues in my previous roles as a help desk technician, and I have always been able to find a solution or seek out additional resources to resolve them."

**Q #16) What do you do if you don't agree with the decision or opinion of your Supervisor or Senior?**

"If I don't agree with the decision or opinion of my supervisor or senior, I try to handle the situation in a professional and respectful way. I recognize that my superiors have more experience and expertise, and I value their perspective. At the same time, I also believe that it is important to express my own thoughts and ideas, as long as I do so in a respectful and constructive way. In the past, I have had to disagree with my supervisor or senior colleagues on several occasions, and I have always tried to communicate my perspective clearly and listen to their point of view as well. I believe that it is important to find common ground and work together to find the best solution, rather than letting disagreements become personal or unproductive. Overall, I believe that my ability to handle these situations in a respectful and productive way is an important part of my role as a help desk technician."

**Q #17) Will your education contribute to your job as a Help Desk Analyst?**

Your education can definitely contribute to your job as a help desk analyst, as it can provide you with the knowledge and skills you need to be successful in the role. To answer this question in an interview, you should highlight any relevant education or training you have received and how it has prepared you for the job.

Here are a few points you could include in your answer:

- Describe any relevant degrees or certifications you have, and how they have prepared you for a career in help desk support.
- Discuss any specific courses or subjects that have been particularly useful in your role as a help desk analyst, and how they have helped you develop your knowledge and skills.
- Share any real-world experience you have had that has helped you apply your education to your work, such as internships or previous jobs in a related field.
- Emphasize any qualities or skills you have that have been developed through your education, such as problem-solving skills, communication skills, or technical expertise.

Here is an example of how you could answer this question:

"My education has definitely contributed to my job as a help desk analyst. I have a bachelor's degree in computer science, which has provided me with a strong foundation in programming, data structures, and algorithms. I have also completed several courses in technical support and customer service, which have helped me develop my skills in areas such as communication, problem-solving, and conflict resolution. In addition to my formal education, I have also gained valuable experience through internships and previous jobs in the IT field, which have helped me apply my knowledge and skills to real-world situations. Overall, I believe that my education has prepared me well for a career as a help desk analyst, and I am confident in my ability to provide high-quality support to customers and colleagues."

### **Q #18) Why did you leave your previous job?**

- Briefly describe your previous job and your responsibilities there.
- Explain your reasons for leaving, such as a desire for new challenges, a lack of opportunities for advancement, or a need for a change in location or industry.
- Emphasize any positive aspects of your previous job, such as the skills and knowledge you gained, the relationships you built, or the impact you made.
- Mention any plans or goals you have for your career going forward, and how the role of a help desk technician fits into those plans.

"What do you know about Microsoft Office 365?"

Microsoft Office 365 is a subscription-based online suite of productivity tools that includes a variety of applications, such as Word, Excel, PowerPoint, and Outlook. As a help desk technician, it is important to be familiar with Microsoft Office 365 and its various features and functions.

To answer this question in an interview, you should demonstrate your knowledge and understanding of Microsoft Office 365. Here are a few points you could include in your answer:

- Describe the main applications and features of Microsoft Office 365, such as Word, Excel, PowerPoint, Outlook, and OneDrive.
- Discuss any specific experience you have using Microsoft Office 365, such as creating documents, working with spreadsheets, or managing emails.
- Mention any training or certifications you have received in Microsoft Office 365, such as a Microsoft Office Specialist (MOS) certification.
- Emphasize any skills or qualities you have that enable you to work effectively with Microsoft Office 365, such as strong communication skills, attention to detail, or the ability to learn new software quickly.

Here is an example of how you could answer this question:

"I am familiar with Microsoft Office 365 and its various applications and features. Microsoft Office 365 is a subscription-based online suite of productivity tools that includes applications such as Word, Excel, PowerPoint, and Outlook. I have experience using these applications to create documents, work with spreadsheets

### **"Q #19) How do you keep your Skills and Knowledge updated?"**



"I believe that it is important to stay up-to-date with the latest technologies and trends in the field of help desk support, and I have several strategies for doing so. One approach I have is to regularly review industry news and publications, such as blogs and newsletters, to keep abreast of new developments and best practices. I also participate in professional development activities, such as conferences, workshops, and online courses, to learn from experts and gain new skills and knowledge. I have received several certifications in technical support and customer service, which have helped me stay current and improve my skills. In addition, I have a growth mindset and am always willing to learn and adapt to new technologies and approaches. Overall, I believe that my commitment to ongoing learning and professional development is an important part of my role as a help desk technician.

### **"Q #20) What is your area of Expertise and how can you use it in your job?"**

As a help desk technician, you may have a particular area of expertise or skill that you can use to excel in your job. To answer this question in an interview, you should highlight your area of expertise and describe how it can be applied to your work as a help desk technician.

Here are a few points you could include in your answer:

- Describe your area of expertise, such as a particular technology or subject matter.
- Discuss any training or experience you have that has helped you develop your expertise, such as degrees or certifications.
- Mention any specific skills or qualities you have that are related to your expertise, such as problem-solving skills, communication skills, or technical expertise.
- Share any examples of how you have used your expertise in your previous or current job, and how it has helped you excel in your role.

Here is an example of how you could answer this question:

"My area of expertise is in networking and security, and I have a bachelor's degree in computer networks and cybersecurity focusing on these subjects. I have also received several certifications in networking and security, such as the Cisco Certified Network Associate (CCNA) and the Certified Information Systems Security Professional (CISSP). I believe that my expertise in these areas can be very useful in my job as a help desk technician, as I am often called upon to troubleshoot and resolve issues related to networking and security. For example, in my previous job as a help desk technician at a large organization, I was frequently called upon to resolve issues with network connectivity or security breaches. I was able to use my knowledge and skills in networking and security to identify the root causes of these issues and find effective solutions. Overall, I believe that my expertise in networking and security is an important asset in my role as a help desk technician, and I am always looking for ways to continue learning and improving in these areas."

What are the main duties of help desk technician job?

The main duties of a help desk technician typically include providing technical support to customers or users, troubleshooting and resolving technical issues, and assisting with the installation and maintenance of hardware and software. Specific duties may vary depending on the industry and organization, but common responsibilities of a help desk technician may include:

- Responding to customer inquiries and requests for assistance via phone, email, or in-person.

- Troubleshooting and diagnosing technical issues, such as software or hardware problems, network connectivity issues, or system errors.
- Providing technical support and guidance to customers or users, including helping them to install, configure, and use software or hardware.
- Assisting with the installation, configuration, and maintenance of hardware and software systems, including updating software and drivers, and monitoring system performance.
- Maintaining documentation and records of customer interactions and technical support activities.
- Escalating more complex or technical issues to higher-level support staff or specialists as needed.
- Staying up-to-date with the latest technologies and trends in the field, and participating in professional development activities to improve your skills and knowledge.

**Q #1) What do you understand by Good Customer service? What are the elements of Good Customer service?**

**Answer:** Good customer service is to make sure the customer is happy and satisfied with the services and products along with delivery, installation, sales and all the other components of the buying process. In short, good customer service makes customers happy.

There are four Elements to Good Customer service i.e. **Product Awareness, Attitude, Efficiency, and Problem-solving**. To provide strong customer support, the help desk employee must have a sound knowledge of all the products and services offered by the company.

Hence, before you go for the interview, study about the company, its reputation among customers along with its products and services.

Attitude includes greeting people with a smile and in a friendly manner. A good help desk professional must be patient. Hence, you must show all these qualities during the interview. Customers always appreciate prompt response.

If you have done something efficiently that is worth sharing, then share that. The help desk is known for fixing problems and answering questions. So, tell them about some issues that you have fixed and the method you have used to fix it.

**Q #2) Tell us about your Strength and Weakness.**

**Answer:** The answer to this question varies for almost every job. When you are answering this question, keep the job description in mind.

The employers seek to find out your skill sets, your attitude, and the experience that is necessary to get the job done. Take it as an opportunity to demonstrate self-awareness. Emphasize the qualities that the hiring manager is looking for. Let them know that you are the person they are looking for and you are a problem solver.

**Here are some tips for giving the best answer to this question:**

- Stress on the strengths that are required for the job.
- Give your weaknesses a positive spin and find a way to emphasize the upside.
- Always be sincere and honest in answering the questions.
- Never give the answers that are universally disqualifying like telling them you are chronically tardy.
- Don't mention the weaknesses that will make you seem unfit for the position.

**Q #3) How will you rate your Problem-Solving skills?**

**Answer:** This question determines how confident you are and how good you are at solving problems. However, make sure you don't rate yourself too high because the interviewer might ask you questions that could be too difficult for you to answer.

But rating yourself too low can cut yourself short. Hence, think well before you answer this question.

**Q #4) Can you describe a solution to someone who doesn't understand technical terms?**

**Answer:** This is a challenge in the help desk job. The IT staff often struggles when it comes to communicating with the audience who is not aware of technical terms.



It takes patience and art of translating the tech terms to the terms that are easily understandable to the customers. I take an effort in describing the solution to the customers who don't understand technical terms in simple words.

### **"Why do you want to work for our company?"**

"I am very interested in working for your company because I believe that your company's focus on **innovative technology and providing excellent customer service aligns perfectly with my skills and experience as a help desk technician.** I am excited about the opportunity to be part of a team that is dedicated to helping customers resolve technical issues and improve their overall experience. I am also impressed by the company's culture and the emphasis on professional development, which aligns with my desire to continue to learn and grow in my field."

### **Help Desk Technical Interview Questions**

The level of technical know-how required for the job varies through the tier of positions. These IT Help Desk interview questions are often asked to understand the level of technical understanding of the candidate.

#### **Q #5) Do you visit Tech Sites regularly?**

**Answer:** Answer this question honestly. It always helps if you keep yourself updated with the technical knowledge. This question will determine your level of engagement with the technological world.

Hence, answer honestly. If you don't visit any tech site, then don't take the name of any site. It might get you in trouble and become the reason for your rejection.

#### **Q #6) Are you aware of our Products and Services?**

**Answer:** This question will determine if you have done your homework or not. It will let the interviewer know if you are interested in the company and the job. Hence, make sure you study their products and services in detail before the interview.

It will also help you to prepare the answers to other questions as well and will give you an idea of what qualities they are looking for from a candidate.

#### **Q #7) How will you explain the Troubleshooting process to a Customer for their slow Computer?**

**Answer:** The answer to this question will help them know that you follow a system in your work and you must not start giving them random suggestions.

Hence, say that you start by asking questions to identify the problem like if they have installed any new program recently or uninstalled any before the issue started. Once the problem is identified, offer a series of troubleshooting processes to resolve the issue.

#### **Q #8) What will you do if your PC doesn't turn on?**

**Answer:** This issue doesn't require a tech background. All you need is a little critical thinking. Use the step by step method to recognize the problem. Check the power supply and make sure that the cables are properly plugged in.

Check for the damage to the cables. If you can't find any fault with the system, then shift to another desk. If there's no other desk, then call for the in-house IT expert to look into the issue.

### **Questions Related To Customer Service**

The help desk is all about customer service. Customers expect courteous and prompt service. Every company needs happy customers to grow and flourish.

Hence, these questions are as important as any other questions and you must respond accordingly.

**Q #9) How will you deal with an Irate Customer?**

**Answer:** All the customer service employees face irate and angry customers every now and then. Customers at the help desk are usually angry because of the issue they face. You must let them vent out their anger, and you will need patience for that.

No matter how rude they are, never raise your voice on them or reply rudely or with insults. When they are calm, listen to their issue and patiently provide them with the solutions they need.

**Q #10) Have you ever gone the extra mile in your previous Job?**

**Answer:** This will tell the interviewer how willing you are and how important you think your job is.

You must understand that the job of a help desk analyst is to go above and beyond to make sure that the issue of the customer is resolved and that the ticket will not have to be re-opened.

**Q #11) Tell me about your experience with Good Customer Service.**

**Answer:** Everyone's idea of good customer service is different. For some, efficiency is important while others praise empathy and friendliness. Your answer to this question will tell the interviewer if your approach will be aligned to the value of the organization and the expectations of their clients.

**Teamwork Questions**

**Q #12) Have you ever found it difficult to work with a colleague?**

**Answer:** The answer to this question will tell a lot about you i.e. the traits you consider difficult. It will tell them about how well you will blend with your team. Also, it will give them an idea about the type of conflicts you can handle or will get into.

**Q #13) How well can you handle Criticism?**

**Answer:** Help desk analysts work in a high-pressure environment. You will constantly receive feedback from the customers, your employers, IT experts, and your co-workers.

The company will always prefer those who can learn something from constructive criticism and never take it personally. It is often important to move forward positively to work in an environment where you will often face irate customers.

**Q #14) Are you flexible in your Schedule?**

**Answer:** Many help desk jobs demand to work through weekends and sometimes at nights as well. So, to top their list of preferable candidates, you should be able to commit yourself to the hours you might not prefer working.

It will tell them about your dedication to your job and your willingness to go the extra mile for performing better.

**Q #15) What do you do if you don't understand an issue or if you don't know anything about it?**

**Answer:** This will tell them how open you are to take help. In the answer to this question, tell them that in that case, you will work with the customer to understand the issue.

If you are still unable to get a grasp on it, you will take the help of someone capable of understanding and dealing with the problem, like your senior, or a more experienced colleague.

**Behavioral Question**

**Q #16) What do you do if you don't agree with the decision or opinion of your Supervisor or Senior?**

**Answer:** If you don't agree with your senior or supervisor, tell them, that you will try to talk to them about it. If there is something that you don't understand, then you will listen to their point of view and try to make them understand yours.

If you think they are wrong and they are not ready to see it like that, talk to someone who will and ask them to make them understand that they are wrong. This question will give them an idea about how well you can handle conflicts at work, especially with your seniors.

**Q #17) Will your education contribute to your job as a Help Desk Analyst?**

**Answer:** In the answer to this question, tell them how your subjects have taught you to deal with a problem.

**For example,** Mathematics has taught you to approach an issue systematically, or Physics taught you that with patience, you can find the solution to every problem, etc. Find a way to relate your education to the qualities required for the job.

**Q #18) Why did you leave your previous job?**

**Answer:** Tell them that you were looking for a change or you think that you have learned all that was there and you are looking for scope of development. Say anything but never badmouth a colleague, your previous boss or company. Not even if that was the case as it will give a bad impression of you to the interviewer.

**Q #19) How do you keep your Skills and Knowledge updated?**

**Answer:** This question is to know how willing you are to learn new things and implement the recently gained knowledge. It will also tell them if you keep your eyes and ears open to anything new.

Gaining new knowledge and polishing your skills will make you an asset to the company and enable you to perform better at the job.

**Q #20) What is your area of Expertise and how can you use it in your job?**

**Answer:** To answer this question, demonstrate that you are familiar with the systems, environment and specific products as well. Tell them about your skillset, highlight your best ones and connect them to the way in which they will benefit you in this position.

**Conclusion**

These are some of the questions that are generally asked in the Help Desk Interview. The questions might sound easy but the answers to them are tricky and it can change your impression from right to wrong in seconds.

**Q22. That's the end of your IT support interview. Do you have questions for the panel?**

At the end of an interview, it's common for the interviewer to ask if you have any questions for the panel. Asking thoughtful and well-informed questions can help demonstrate your interest in the position and the company, as well as give you valuable information that can help you determine if the job is a good fit for you.

Here are a few examples of questions you might ask in an IT support technician interview:

1. Can you describe a typical day or week in this position?
2. How do you measure success in this role?
3. Can you tell me more about the team structure and dynamics of the IT department?
4. **Can you tell me about the most challenging technical problem you faced in the company and how did you resolved it?**
5. How is the company invested in the professional development and growth of its employees?
6. Can you walk me through the process of how incident and request are being handled ?
7. **Can you tell me about the company's future plans for technology and IT?**

Asking questions shows your interest and enthusiasm for the job and allows you to gain more information about the position and the company. It's also important to remember to thank the interviewer for their time, and to follow up with a thank-you note after the interview.

**13. How should you handle a caller who refuses to calm down?**

"I understand that you're upset and frustrated, please let me first apologize for the inconvenience. Can you please tell me more about the problem you are facing? I would like to help you resolve this issue as quickly as possible. I will make sure to give you the right solution. Can we work together to find a solution?"

#### **Q21. Where do you see yourself in 5 years?**

##### **Sample Answer:**

In five years, I see myself progressing within the company to the point where not only am I not only well-respected

in this IT support role, but I've also taken on further responsibilities. I believe that, in five years, I will have proven myself as an invaluable member of the IT support team. I would also take great pleasure in assisting the training and development of newer colleagues who occupy a similar role.

When answering the question "Where do you see yourself in 5 years?" it's important to demonstrate that you have a clear vision for your career goals and that this position aligns with those goals. Here are a few tips for answering this question:

1. Show your enthusiasm for the field: Express your excitement for the field of IT and your desire to continue to learn and grow in your career.
2. Highlight your long-term goals: Share your long-term career goals and how they align with the company's mission and vision.
3. Show that you are committed: Emphasize your desire to develop a long-term career with the company and how this role can help you achieve your goals.
4. Show how the role fits into your career trajectory: Explain how this position fits into your overall career plan, and how you hope to progress and advance within the company over time.

**Example: "In five years, I see myself as a senior IT support technician, with a deeper understanding of the company's technology and customer needs. I hope to have developed a deep understanding of the company's long-term goals and have played a role in helping the company achieve those goals by providing excellent customer service. I am excited about the prospect of contributing to the company's growth and success over the long-term and I hope to be able to build a long-term career with the company."**

#### **Q4. What are the most important skills and qualities needed to work in IT support?**

There are numerous skills and qualities needed to work in IT support. In no particular order, these include possessing in-depth knowledge of IT systems and computer networks, having exceptional communication skills, being great at customer service, and having an understanding of how to quickly solve complex IT problems. You also need to be able to work at pace, be able to utilize creative thinking skills to ensure the solutions you provide are effective, demonstrate strong attention to detail skills, and be prepared to take responsibility for your continuing professional development whilst ensuring you stay updated with developments from across the IT industry.

#### **Q20. Why do you want to leave your current job?**

##### **Sample Answer:**

The first reason I want to leave is that I am ready for a new and fresh challenge where my skills and qualities will be pushed and put to good use. My employer has been fantastic, but I felt like I have reached the limit of my progression. The second reason I want to leave is that I would like to work for a new and ambitious company that has exciting plans for the future. I'm a positive person and I want to feel like I am continually growing and developing in my work and those are the reasons why I would like to leave.

## What can you do to optimize hard drive performance on windows?

There are several things you can do to optimize hard drive performance on a Windows system:

1. Defragment the hard drive: Over time, files on your hard drive can become fragmented, which means that they are spread out across multiple locations on the drive. Defragmenting the drive rearranges the files so that they are stored in contiguous blocks, which can improve access times.
2. Disable indexing: Windows uses a service called the indexing service to index the files on your hard drive, which can speed up file searches. However, this process can also consume system resources and slow down overall performance. If you don't rely on the search functionality in Windows, you can disable indexing to improve performance.
3. Disable unnecessary startup programs: Many programs will set themselves to launch automatically when Windows starts up. This can slow down the startup process and consume system resources. Use the Task Manager to identify and disable unnecessary startup programs.
4. Remove unnecessary files and programs: Over time, your hard drive can become cluttered with unnecessary files and programs. Removing these files and programs can free up space on the hard drive and improve performance.
5. Keep your virus scanner and other security software updated: Make sure that your virus scanner and other security software are up to date, as they can consume system resources and slow down performance if they are not running optimally.
6. Check Hard Drive Health: Use diagnostic tools provided by the manufacturer to check the health of the hard drive, if hard drive health is poor it may affect the performance and could also lead to data loss.
7. Upgrade to a Solid-State Drive (SSD) : If possible, consider upgrading to a solid-state drive (SSD), which can offer significantly faster read and write speeds than traditional hard drives.
8. Use a disk cleanup tool: Windows has a built-in disk cleanup tool which can be used to remove unnecessary files, it is easily accessible and can be opened by searching for 'disk cleanup' in the start menu.

Note that some of these tips may require administrator-level access to your system, so you may need to contact your IT department if you're not sure how to proceed.

Also, Keep in mind that there may be trade-offs between performance and other factors such as data security and access speed, so evaluate your options carefully before making any changes.



## what is meant by "Have you seen the blue screen of death?" and solution

The "blue screen of death" (BSOD) is a type of error message that appears on a Windows computer when the system encounters a critical error or crash. The message appears on a blue screen, and usually includes information about the error, such as the type of error and the specific system file that caused the crash.

The exact cause of a BSOD can be difficult to determine, as there are many factors that can contribute to a system crash, including hardware problems, driver conflicts, software bugs, and viruses.

There are several steps you can take to troubleshoot and fix the BSOD:

1. **Check for hardware problems:** Check for any loose or unplugged cables and make sure that all hardware components are securely attached to the system. Also check for overheating issues and check for dust accumulated in the system.
2. **Update device drivers:** Outdated or corrupt device drivers can cause the BSOD. Go to the manufacturer's website to download and install the latest drivers for your hardware.
3. **Check for software issues:** Run a full scan of your system using an antivirus or anti-malware program to check for and remove any viruses or malware that may be causing the BSOD. Also check for any software that is out of date and need to be updated.
4. **Check for corrupted system files:** Run the "sfc /scannow" command in the command prompt, this command will scan your system for corrupted files and try to repair them.
5. **Check Event Viewer :** Check the Event Viewer for any additional error messages or warnings that can provide additional information on the cause of the BSOD.
6. **Startup in Safe Mode:** This will boot your system into a minimal environment where only essential drivers and services are loaded, it's a useful method to isolate any driver or software causing the issue and remove it.
7. **Perform a system restore:** If the problem started after installing a new software or driver, restore your system to a previous point when the system was stable.
8. **Perform a system Refresh or Reset :** If the above steps doesn't resolve the issue, and the system is still unstable, you can try performing a system refresh or reset, which will restore your system to its original settings while keeping your personal files and installed programs.

If the above steps don't resolve the issue, the problem may be caused by a hardware failure, and you may need to contact your computer's manufacturer or a professional technician for further assistance.

It's important to note that BSOD can happen due to various reasons and finding the root cause of the problem may require some deep digging and analysis, in some cases you may need to consult the dump file created by the system during the crash to get more information, which can be analyzed by experts.