Networking & IT Support Interview Cheat Sheet

Beginner-friendly quick reference guide for networking and IT support interview preparation. Covers essential concepts, troubleshooting steps, and basic commands for Windows and Linux.

1. Networking Basics

Q: What is an IP address?

A: A unique number given to a device to identify it on a network (e.g., 192.168.1.1).

Q: What is DNS?

A: Domain Name System - converts website names into IP addresses.

Q: IPv4 vs IPv6?

A: IPv4 = 32-bit (e.g., 192.168.0.1), IPv6 = 128-bit (e.g., 2001:db8::1).

Q: Default Gateway?

A: The router or device that connects your network to the internet.

Q: Ping command?

A: Tests if another device is reachable. Example: ping google.com.

Q: LAN, WAN, MAN?

A: LAN = small area, WAN = large area, MAN = city-wide network.

Q: Switch vs Router?

A: Switch = connects devices inside network; Router = connects different networks.

Q: What is a firewall?

A: Security system that controls network traffic and blocks threats.

2. IT Support Basics

Q: What is troubleshooting?

A: Finding and fixing a problem step-by-step.

Q: Steps for 'No Internet'?

A: 1. Check cable/Wi-Fi, 2. Restart router, 3. Ping test, 4. Check IP settings, 5. Restart system.

Q: Printer not working?

A: Check power, cable, paper, network connection, restart printer, reinstall drivers.

Q: Slow PC?

A: Close unused apps, check for viruses, clear temp files, restart.

3. Basic Commands

Windows:

* ipconfig -> View IP settings

* ping google.com -> Test network

* netstat -> View connections

Linux:

* ls -> list files

* cd folder -> change directory

* pwd -> current path

* df -h -> check disk space

* ping -> check connectivity

4. 1-Hour Interview Prep Plan

0-15 min -> Read networking basics (IP, DNS, Gateway, LAN/WAN, ping)

15-30 min -> Read troubleshooting steps (Internet, printer, slow PC)

30-45 min -> Practice basic commands in Windows/Linux

45-60 min -> Mock Q&A aloud (speak answers like in a real interview)