

User:

Hi, nice to meet you.

Assistant:

Hello! It's nice to meet you too. Thank you for taking the time to speak with me today about the Entry-Level IT Support Engineer role. To start off, could you tell me about your experience with Microsoft Windows, particularly in troubleshooting and resolving issues?

User:

Sure, I've used Microsoft Windows for over 10 years now at a technical level and at my last role as an IT support engineer at G-Research, I frequently had to troubleshoot and support a large range of issues across the Windows virtual machines and physical machines across the entire company. These issues ranged from anything involving Active Directory permissioning issues or app crashings or updates failing to pass through with Windows Update and all other varieties of issues.

Assistant:

Thank you for sharing that. Could you describe your experience with Active Directory, specifically in areas like security groups, administration, and deployment?

User:

Sure, thanks for asking. I've designed and implemented security group structures for organizations, mainly G research. So this involves defining group scopes, so like global, universal, domain, local, and then assigning permissions, and resources based on group membership. When it comes to administration, I've been responsible for like day-to-day Active Directory administration. When it came to adding new users, I had to sort of organize the corporate structure inside of Active Directory, so who reports to who, and that entire structural leadership. I've also been involved in deploying Active Directory when we set up a new subnetwork entirely. I was responsible for deploying Active Directory in that network of machines. So I have got a good amount of experience, mainly at G research with Active Directory.

Assistant:

I see. Can you tell me about your experience with Windows Server environments, particularly versions 2012 and 2016? What roles have you played in their design, deployment, maintenance, and support?

User:

Sure, the design and deployment of these Windows Server environments was handled by a different team however the maintenance and support was offloaded onto us. So as a maintenance and support engineer for these Windows Server environments, I was responsible for remoting into several Windows servers and troubleshooting issues, updating packages that are needed for the software running on these servers, ensuring that services were properly running on these servers, checking out time and responding to server crash notices that came up on our dashboard as well.

These servers that are supported vary between being physical servers or hosted virtual servers on VMware for example, where we have a VMware infrastructure which runs a large amount of these Windows 2012 and 2016 servers.

Assistant:

Thank you for that information. Lastly, could you share your experience with networking, particularly in areas like VLAN configuration, routing, and TCP/IP troubleshooting?

User:

Yeah, of course. Whenever we would get a GRAD ticket come in for any networking related issues, we would first mainly try troubleshooting and solving it ourselves. So I would use mainly Cisco Packet Tracer because our network was built on Cisco infrastructure. And from there I would be able to identify sort of if the packets that are being sent are reaching their destination properly, if not what the issue was. Sometimes the issue was actually more Windows related where the Windows TCP/IP configuration was incorrect. Or sometimes the TCP/IP port forwarding was incorrect on some random Windows server. So I do have bits of experience here and there when it comes to networking. And I'm definitely looking forward to learning more. But I do believe I have enough for the role.

Assistant:

Thank you for your time. We appreciate you sharing your experiences and skills with us. We'll be in touch soon regarding the next steps in the application process.