

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 position. To start off, could you tell me about your experience with Microsoft Windows, particularly in troubleshooting and resolving issues?

User:

Yeah sure, I'd be happy to. I've got about 10 years experience working with Windows. This has ranged from me using Windows 7 all the way up to Windows 11 now. In the context of my current work experience at GeoResearch, I've mostly made use of Windows 10 and 10 Server. Some of the issues that we've had to troubleshoot have ranged from Windows blue-screening to software freezing, to network issues with network adapters and a large variety of other things. I mean, it's Windows, so there is a large amount of things that can go wrong. And if it was related to Windows or any sort of technical issue, it was our and therefore my job to help resolve it for our clients.

Assistant:

Thank you for sharing that information. Could you tell me about your experience with Active Directory, particularly in areas such as security groups, administration, deployment, LDAP, or ADSI?

User:

Yeah, of course we're happy to. The majority of my experience comes with administration of Active Directory. So I've been responsible for the general day-to-day AD administration, so user and computer account management, enforcing password policies, resetting password policies and generating randomly generated passwords for user resets, and then providing it directly to them, as well as using Active Directory administrative center as well for managing the directory. I've then also been responsible for applying new role-based access control and utilizing PowerShell to automate some of these things as well.

Assistant:

I see. Can you describe your experience with networking, particularly in areas like VLAN configuration, routing, switching, and TCP/IP troubleshooting?

User:

Sure. I've made use of primarily Cisco packet tracer when it comes to resolving a lot of the internal issues that you research that we had when it comes to networking. So I use this for simulating network environments. I also made use of Wireshark for network traffic analysis. So a lot of the issues that we would encounter would be stuff like misconfigured TCP, TCP IP setups. So I've had to troubleshoot these connectivity problems. I've had to troubleshoot slow network performance, application layer issues and a few other things. It's been quite interesting learning about all these tools and stuff. I've also made use of additional tools from a command line such as ping, traceroute,

netstabbled and TCP dump to get an additional deeper level of insight into the issues, which I've quite enjoyed and definitely looking forward to learning more in this area.

Assistant:

Thank you for sharing that information. Lastly, could you tell me about your experience with PowerShell, particularly in relation to tasks like backups, Azure, or EMC?

User:

Of course, I've used Azure, mainly PowerShell. When it comes to PowerShell, I've used it to handle the deployment of Windows-based laptops that we use internally in the company. We used it for the automatic onboarding experience, such that when a user sets up their laptop, the PowerShell script that manages the actual onboarding itself would pre-install a large amount of the apps that we have our clients use. Namely, these included remote PC, so that they could access their server-based workstations in our data center. I've also made use of PowerShell for setting up and configuring Windows Server workstations using Hyper-V. Then I've also made use of Azure for Azure's Active Directory Synchronization ability, and a lot of our permissions management for our Internet-enabled network as well.

Assistant:

Thank you for your time. We'll be in touch regarding the next steps in the application process.