

**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:**

Sure, I've got five years of experience with Windows and throughout this time I've had to troubleshoot various issues involving blue screens, software crashing and several other common issues when it comes to Windows.

**Assistant:**

That's good to hear. Can you describe your experience with Active Directory, particularly in areas like security groups and administration?

**User:**

Sure, I've had to configure Active Directory Security Groups before for our entire company. And then when it comes to administering Active Directory, anytime we had issues that required changes in ADs such as a password reset or changing of groups, I would be solving those JIRA tickets and getting it sorted for our customers.

**Assistant:**

Thank you for sharing that. Moving on, what experience do you have with Windows Server environments, specifically versions 2012 and 2016?

**User:**

Sure. I have experience with Windows Server environments. We host several Windows servers, primarily with Windows 2012 and 2016. So I've been in charge of rebooting services that may have stopped on these servers or identifying why certain services keep on crashing. If the system itself is blue-screening or crashing, that was also my job to investigate and resolve problems.

**Assistant:**

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

**User:**

Sure, when setting up the network for our company, it was my job to set up the VLAN and then if there's any issues involving TCP or IP troubleshooting, it was my job to sort of deal with those. I made use of certain tools like Wireshark for this.

**Assistant:**

Thank you for your time today. We appreciate you sharing your experience with us. You'll hear back from us soon regarding the next steps in the application process.