

**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'd be happy to. Over the last 10 years, I have experienced using Windows throughout these 10 years, maybe having used Windows 7 and then 10. And throughout that time, I've encountered a large amount of issues which I've had to solve. These have ranged from programs crashing, blue screens of death, system freezes, network issues, etc. And this extends into my work experience at G-Research as a technical support engineer, where my role was to deal with our corporate users, again, system crashes and system freezes and any level of technical issue across the entire corporate infrastructure that was related to a technical issue.

**Assistant:**

Thank you for sharing that. Could you elaborate on your experience with Active Directory, particularly in areas like security groups, administration, or deployment?

**User:**

Sure. I do have a bit of experience with Active Directory from G-Research where I had to assign and remove certain security groups which gave access to particular features. I've never deployed Active Directory before because that was handled by the corporate infrastructure team that I did work closely with. And general Active Directory administration would be based on what tickets we receive at any point in time via our ticket management system Jiro.

**Assistant:**

I see. Can you tell me about your experience with Windows Server environments, particularly versions 2012 or 2016? Have you been involved in design, deployment, maintenance, or support of these systems?

**User:**

Sure, I've been primarily involved in the support and maintenance of these systems where throughout UMG research we have approximately 200 Windows servers. Most of these are virtual machine servers which are ran on our VMware infrastructure but some of them were physical and if we ever received any issues relating any of these servers it was my role to fix these issues. These ranged from servers being down to not building up to needing to update packages for software that is used to run the services on the servers and more.

**Assistant:**

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

**User:**

Sure, I have some experience troubleshooting these. Our infrastructure was based on Cisco architecture, so we made use of Cisco Tracer to try to solve any issues that we were provided with.

**Assistant:**

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