

SHA Interview Instruction

This document provides you with information to help you prepare for the subject matter interview with the SHA team. It outlines the scope of our team's work, the resources you should review, and provides reference questions to guide your preparation.

1. Scope of SHA Team

The SHA team (Storage and High Availability) focuses on ensuring the resiliency and continuous operation of Windows OS systems. We achieve this by:

- **Collaborative Problem Solving:** Working closely with customers to understand their technical challenges, investigate issues, and develop robust solutions.
- **Technical Aptitude:** We work with a range of Microsoft technologies, and are looking for individuals with a strong foundation in system administration and a desire to learn and grow their expertise in areas such as:
 - **Virtualization:** Hyper-V and its components.
 - **High Availability:** Microsoft Failover Clustering.
 - **Storage Systems:** Windows storage management, including file systems, storage security, and redundancy solutions.
 - **Data Protection:** Windows Server Backup and the Volume Shadow Copy Service (VSS).

We value individuals who are eager to learn, have some level of analytical and problem-solving skills, and are passionate about ensuring the stability and high availability of critical systems. We provide the training and support needed to develop deep expertise in these technologies.

2. Resources

To prepare for the interview, please review the following official Microsoft articles.

Questions will assess your comprehension of the concepts presented in these resources.

You are required to select **two out of four articles below** (e.g: Storage space and VSS)

General Understanding of Microsoft Technologies:

- [Storage Spaces overview | Microsoft Learn](#)
- [Deploy a two-node clustered file server | Microsoft Learn](#)

Deep Dive into VSS and NTFS related process:

- [Volume Shadow Copy Service \(VSS\) | Microsoft Learn](#)
- [The Four Stages of NTFS File Growth | Microsoft Learn](#)

3. Reference Questions

Before heading toward examples of question, I would like to provide a general guidance for answering any questions within the interview.

General Guidance:

1. Think Out Loud

- The interviewer wants to understand your thought process. Don't be afraid to verbalize your reasoning as you work through the problem. Explain your assumptions, the factors you're considering, and why you're making certain choices.

2. Structure Your Response

- Even if your thoughts are racing, try to present your answer in a structured way. You can use frameworks like:
 - "First, I'll... Then, I'll consider... Finally, I'll decide..."
 - "Here are the key facts... This leads me to believe... Therefore, I would..."

3. Prioritize Clarity

- Use clear and concise language. Avoid jargon or overly complex explanations. Make sure your interviewer can easily follow your line of reasoning.

4. Don't Be Afraid to Ask Questions

- If something is unclear in the scenario, it's perfectly fine to ask clarifying questions. This shows that you're attentive to detail and want to make sure you fully understand the situation.

5. Consider Alternatives

- Strong problem-solvers explore multiple options. Even if you have a primary solution in mind, acknowledge other possibilities and explain why you chose your preferred course of action.

6. Connect to Real-World Skills

- Whenever possible, relate your reasoning and decision-making back to relevant skills in the workplace. For example:
 - "This situation reminds me of when I had to analyze conflicting data at my previous job..."
 - "The strategic thinking required in this game is similar to how I approach project planning..."

7. Be Authentic and Engaged

- Let your genuine interest in problem-solving shine through. Be enthusiastic and demonstrate your ability to think critically and strategically.

Remember: The interviewer is looking for your ability to think critically, analyze information, and solve problems logically. By following these tips, you can effectively demonstrate your skills and increase your chances of success.

Question: Storage Space Solutions

You are tasked with setting up a storage solution for a small business with 5 employees. They require a reliable system to store their files, with some level of redundancy to protect against data loss. They have a limited budget and are considering using Storage Spaces on their existing Windows Server.

Based on your reading of the provided Microsoft Learn article, propose a Storage Spaces configuration for this small business. Explain your reasoning and justify your choices, taking into account their needs and constraints.

Criteria:

- **Understanding of Storage Spaces:** The interviewee demonstrates a clear understanding of the core concepts of Storage Spaces, including storage pools, virtual disks, and resiliency types.
- **Application of Knowledge:** The interviewee effectively applies the information from the article to the given scenario, selecting an appropriate configuration for the small business's needs.
- **Justification of Choices:** The interviewee provides clear and logical reasons for their chosen configuration, considering factors like reliability, cost, and performance.
- **Communication and Clarity:** The interviewee explains their solution in a clear and concise manner, using appropriate terminology and avoiding technical jargon.

This sample questions are provided for illustrative purposes only and are intended to help you understand the types of questions and expected responses during the interview process.