

Help Desk Specialist Interview Questions And Answers Guide.



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Help Desk Specialist Job Interview Preparation Guide.

Question # 1

Explain me do you really think that company or organization really needs a helpdesk?

Answer:-

The key to run company effectively is that the resources are available and operational all the time, especially if it is an IT company. Helpdesk is necessary as it makes sure that resources are available for customer and also operational reasons.

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Question # 2

Please explain what motivates you for the help desk assistant job?

Answer:-

I like to communicate with people. Help desk assistant job is a type of job where you continuously interact with people and help them to solve their problems.

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Question # 3

Explain how you face the criticism?

Answer:-

Answer to this question will judge your level of patience, they want to check how positively you can take your criticism and how you deal with them without losing your temper.

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Question # 4

Explain me what is the difference between helpdesk and service desk?

Answer:-

A helpdesk ensures that the customer's problems are resolved in a timely fashion. The service desk is a single point of contact between customer and company, where all the information regarding the company's service are delivered.

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Question # 5

Explain me how do you keep your IT knowledge and skills up to date?

Answer:-

I remain up-to-date regarding current trends and developments in the IT industry through internet, journals, books and acquaintances.

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Question # 6

Can you explain me what is good customer service?

Answer:-

This oft-dreaded question actually isn't that difficult to answer, despite how open-ended it leaves itself. If you're pursuing a job in customer service, you need to know how to answer this with confidence and sincerity, even if customer service isn't a career you love fundamentally and want to stick with for the rest of your life. If it helps, think back on the last time you experienced amazing customer service. What did the person do that stood out to you? Now, channel that positive experience into a general principle. What do you hope to achieve with this job? Do you aspire to be as genuinely helpful and polite as the good customer service people you've dealt with in the past?

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Question # 7

Explain what operating system do you prefer and why?

**Answer:-**

You probably don't really care what operating system anyone prefers. However, you do care that anyone you hire knows about operating systems and is able to articulate why one or another is preferable.

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Question # 8

Tell me does this company need a help desk?

Answer:-

Don't just settle for "yes, of course!" - Ask why. Top help desk staff realize that the help desk ensures that company resources are available when customers and employees need them.

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Question # 9

Tell me what do you do if a customer isn't satisfied with your service?

Answer:-

Outstanding help desk staff don't rest until the client is satisfied, and they strive to analyze the situation for clues on how they can prevent similar customer dissatisfaction in the future.

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Question # 10

Explain me what made you decide that you wanted to work in a help desk capacity?

Answer:-

I have always found the challenges associated with help desks to be the driving force behind my work prowess. Working in a help desk capacity means that I can work in an information technology capacity, while not getting too involved in the technicalities of the work, and indulge in problem-solving and troubleshooting work, which I enjoy immensely!

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Question # 11

Explain me what is the best thing you like about your job?

Answer:-

When you bring smile on tense face of your customer by helping them and by solving their problems, it is the best thing that I enjoy during job. So, customer satisfaction is the best thing that I like most in my job.

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Question # 12

Explain me how good are you at solving problem on phone?

Answer:-

Solving problem face to face is different than handling them on phone. To convince your interviewer that you have an ability to solve the problem you can put an example of any previous incident where you have solved the customer problem on phone easily.

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Question # 13

Do you know what is the difference between helpdesk and service desk?

Answer:-

A helpdesk ensures that the customer's problems are resolved in a timely fashion. The service desk is a single point of contact between customer and company, where all the information regarding the company's service are delivered.

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Question # 14

Tell us how important is customer service for you?

Answer:-

The whole business depends on the customer service, and if you are at the help desk you are holding an important position to help the customer in best possible way.

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Question # 15

Explain are you flexible with the weekend's job?

Answer:-

As far as I get another day off in place of weekend, I don't have any problem in doing weekend Job.

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Question # 16

Explain me how you will organize your work schedule?

**Answer:-**

Based on the priority, I will schedule my work and assignment accordingly.

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Question # 17

Tell me what are the new help desk techniques you think would be helpful to improve the service?

Answer:-

IT and computer knowledge would be an additional assets for an helpdesk associate, and even company can take a help of computer software to minimize the workload and to communicate with the customer effectively.

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Question # 18

What is ITIL?

Answer:-

ITIL stands for Information Technology Infrastructure Library. It is basically a predefined set of practices for IT service management (ITSM) that focuses on aligning IT services with the needs of business.

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Question # 19

Tell me what role do you think computer support analysts should play in the company?

Answer:-

There are a lot of good answers to this question. The important thing here is that the candidate mentions the needs of the users in his or her answer and not just the systems.

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Question # 20

Tell me what have you recently learned that will help you in this position?

Answer:-

Many candidates will mention formal education or on-the-job skill training, which is fine. But a candidate who can identify a personal or professional situation in which he or she learned a valuable communication or service skill shows signs of being a top candidate due to their self-awareness.

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Question # 21

Tell us how you deal with a customer who is on the phone and refuses to calm down?

Answer:-

Such situation is very common in a helpdesk job. This question is again put in-front of you to check your ability how you face the stressful situation.

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Question # 22

Tell me how important IT skills are in help desk service and how you keep yourself updated with those skills?

Answer:-

To process your work quickly computer skills are very important these days. Computers not only make your work easy but also save your time and energy. I use internet, online books and other educational resource to upgrade my IT skills.

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Question # 23

Please explain some of the task that you had performed in your previous company?

Answer:-

Explain him about your job responsibility in previous job citing few examples of customer handling and solving their problems.

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Question # 24

Tell me what is the first thing that comes to your mind when a caller says that he cannot log-in to his account?

Answer:-

The caps lock! Many customers make this mistake even though most modern operating environments prompt them when a caps lock is on. However, there are times when the customer has forgotten his password and we have to reset it and other technical problems associated with logging in.

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Question # 25

Tell me what is one of your weaknesses?

Answer:-



Help Desk Specialist Interview Questions And Answers

This specific question, and questions like it, are highly personalized and designed to catch you off guard. It's important to self-assess and be critical of your own flaws, and potential employers want to know that you can do both of these things, and learn from them. While no guide can't answer this question for you, since everybody is different, it is good to know why this question is asked. If you aren't somebody who is capable of analyzing their weaknesses, then you obviously aren't capable of learning from mistakes. That's what this question is really about.

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Question # 26

Suppose I would like to set up a second interview with our evening supervisor. Can you come back this evening at 7:00?

Answer:-

Once again, this is not about the evening supervisor. The answer should help you judge how flexible the candidate is and how well he or she handles less-than-ideal situations. Obviously, you should only ask this question if you are giving second interviews and you have someone available at 7:00.

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Question # 27

Tell me what skills do you possess that make you a good contender to be considered for a help desk specialist position?

Answer:-

I possess in-depth working experience of Windows products, including application installation, Active Directory and organization units. In addition to this, I have deep knowledge of data backup systems, principles and safeguards, and can handle antivirus systems and security settings with great expertise. As far as non-technical skills are concerned, I am a customer service-oriented individual with exceptional telephone mannerisms, and excellent communication skills.

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Question # 28

Suppose if there is a customer who does not understand your language then how will you help him/her?

Answer:-

I personally think that to help someone, language should not be barrier. Anyhow if you cannot help him out then the best thing would be to make him understand with the sign language (obviously when seeing the customer physically). Over a call, you can use google translate or similar tools to communicate with customer.

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Question # 29

Suppose in a situation where caller did not understand what you are explaining, what you would do?

Answer:-

First I will repeat the question and try listen to the customer and if the customer is annoyed and is not ready to listen what you are saying, the best thing is to transfer the call to supervisor or another assistant.

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Question # 30

Since this is an extremely technical work and some customers may have trouble understanding what you are trying to tell them, how do you make sure that you are able to communicate what you want to say to the customer?

Answer:-

It is true that many customers have trouble understanding what we at the helpdesk are trying to tell them especially through technical walkthroughs. Since we are not supposed to spend too much time on a call, should a situation like this arise, I usually take the customer's email address and tell him I will write the walkthrough for him and email it so he can follow the steps. This way he can read and re-read the instructions and understand and follow them at his own pace.

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Question # 31

Please explain about your current job. What do you like about it? What do you dislike?

Answer:-

This is another good question for weeding out those applicants who just won't want to deliver. While "heads down" programmers are great, the help desk needs analysts who enjoy talking to users. Avoid candidates whose favorites have more to do with the systems than the users. Good answers indicate that the applicant enjoys talking with users or investigating tough problems.

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Question # 32

Explain me about a time you dealt with a frustrated customer. What was the issue, and how did you handle it?

Answer:-

Listen for a story that describes your ideal help desk staff member. Efforts to understand the customer's frustration, reduce tension, and efficiently solve the problem all point toward outstanding staff.

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Question # 33

Tell me what type of customer contact do you like best - in-person or over the telephone?

Answer:-

I do not have preferences, to be honest. I am equally good at handling customer contact both ways.



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Question # 34

Tell me some of the task that you had performed in your previous company?

Answer:-

Explain him about your job responsibility in previous job citing few examples of customer handling and solving their problems.

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Question # 35

Please explain if the customer is not satisfied with your service do you analyze your mistake or just move on to another customer?

Answer:-

Help desk associate responsibility is to give a satisfactory solution to their customer, and if the customer's problem is not solved then a follow up needs to be taken till the problem is not solved.

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Question # 36

Tell me how well-versed are you with troubleshooting hardware problems? How does this knowledge help you in your work at the help desk?

Answer:-

Since I am A+ certified professional and also possess MCSE, I am quite familiar with hardware issues. From common hardware issues like a keyboard malfunctioning to more complex TCP/IP settings, I have skills in managing it all. Since I have working knowledge of networks and stand-alone personal computers, it is not too difficult to walk customers through troubleshooting procedures

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Question # 37

Suppose if someone finds that their Internet connectivity is down, how would you fix the problem?

Answer:-

First of all, I would check the hardware. If modem or LAN port is OK than I will check the TCP/IP configuration and network settings.

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Question # 38

Explain me how important are IT skills in a help desk position? How do you keep your skills updated?

Answer:-

IT skills allow help desk staff to assist customers and employees more quickly. Look for staff who not only have strong computer skills, but who are also committed to improving their skills through classes, practice, and independent study.

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Question # 39

Explain how you will organize your work schedule?

Answer:-

Based on the priority, I will schedule my work and assignment accordingly.

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Question # 40

Are you flexible with the weekend's job?

Answer:-

As far as I get another day off in place of weekend, I don't have any problem in doing weekend Job.

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Question # 41

Explain me if a user is unable to boot windows, how will you troubleshoot it?

Answer:-

I will use emergency repair disk and try to fix the problem. If problem still arise, I will re-install windows.

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Question # 42

Tell me what is the recent skill you have learned that can be helpful for help desk position?

Answer:-

If you have done anything then you can mention to the interviewer like attending a seminar on mass communication, or any computer course. But it is still ok if you haven't done related to position.

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Question # 43

Explain how you deal with the frustrated customer?

Answer:-

The first thing a help desk person must do is to try understanding the customer, also try to avoid the conflicts or any such things that disturbs the customer. Then you can confront with each other and try to solve the problem.

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Question # 44

Tell me if a user calls with a technical issue with which you are completely unfamiliar. How would you handle the circumstances?

Answer:-

I will call my supervisor or coworker right away to discuss the problem to find out a solution.

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Question # 45

Suppose you have to work for a living and all jobs pay the same, describe the job you want (don't say this job)?

Answer:-

Question seven is similar to question two in that you're looking for an answer that includes people. Support analysts must deal with users day in and day out. The job is a lot easier for someone who actually likes to work with people.

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Question # 46

Tell me about a time a customer asked you a question, and you didn't know the answer. What did you do?

Answer:-

The best help desk candidates don't beat around the bush: They tell the customer they don't know, and immediately seek to find out.

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Question # 47

Tell me what experience do you have as a help-desk associate?

Answer:-

Speak about the experience that is related to your position, tell them what are the responsibilities that were involved and also explain what additional thing you were doing like managing call or using any software. If you don't have experience, you don't have to worry, you can tell them you are a fresher.

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Question # 48

Tell me can you work this weekend?

Answer:-

This is a great question to ask early in the interview. Watch closely for an initial reaction. Obviously the candidate will be surprised. You haven't even offered the job and now you want to know about this weekend. Since most help desk analysts have to work odd hours, you want the candidate's first response to be a resounding yes. Something like "I've actually already promised to work at my current job for some of this weekend." "When exactly do you think you need me?" is good, too. What you don't want to hear are excuses that explain why the applicant isn't available.

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Question # 49

Tell me what are your long-term career plans?

Answer:-

At this point in time, I am working hard to learn most of what there is to know about help desk dynamics, so that I can effectively lead a team of help desk workers. I hope to reach this milestone soon.

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Question # 50

Explain what motivates you for the help desk assistant job?

Answer:-

I like to communicate with people. Help desk assistant job is a type of job where you continuously interact with people and help them to solve their problems.

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Question # 51

Explain me how you face the criticism?

Answer:-

Answer to this question will judge your level of patience, they want to check how positively you can take your criticism and how you deal with them without losing your temper.

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Question # 52

Tell me what are the three abilities of an ideal help desk person?

Answer:-

Ability to listen others
Ability to present your thoughts clearly
To be patient especially in a tense situation

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Question # 53

Can you tell me one thing that you don't like about your job?

Answer:-

Give your answer in brief and avoid telling something that related to customer service. If you want to say something that you don't like than you can mention that long queue of customers waiting for their turn is something you don't like.

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Question # 54

Tell me what was your best subject in high school?

Answer:-

Don't let cliché questions put you off. Just because people expect a question doesn't mean you can't learn a lot from their answers. Obviously the applicant wants to impress you and may say something like "computer class." That's not a bad answer, but people who liked math should be quite good at problem solving even non-math problems. Also, applicants who admit to liking English will have the communications skills you seek.

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Question # 55

Tell me how important is customer service for you?

Answer:-

The whole business depends on the customer service, and if you are at the help desk you are holding an important position to help the customer in best possible way.

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Question # 56

Tell me what is your worst experience so far as a help desk assistant?

Answer:-

Try to give answer where you had a minimum conflict or misunderstanding with the customer, and then explain how you had solved the problem.

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Question # 57

Tell me what do you find most interesting about working in a help desk capacity?

Answer:-

I believe that working in this capacity is interesting all over. No one day is like another, and one gets to learn so much each day. It is a truly fascinating job.

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Question # 58

Write a paragraph explaining how DHCP works?

Answer:-

This task is good for both experienced and inexperienced candidates. It seems like a test of knowledge, but actually it's a test of communication skills. If the candidate admits no knowledge of DHCP, explain it to him or her and then request the paragraph. If the candidate returns a well-written explanation, this person could be a good support analyst.

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Question # 59

Tell me how do you handle an angry customer?

Answer:-

If you're working at a help desk, chances are you're going to be dealing with people who need help. If people need help, chances are they're confused, frustrated, upset, angry, or a little bit of everything, and you are the one they're reaching out to in order to calm their woes. It's important not to take personal offense to a customer's frustrations - unless, of course, they insult you personally, but most of the time your employer will still expect you to handle this with grace and professionalism. (Usually, this means transferring the elevated customer to a manager - being subjected to verbal abuse and harassment is not in your job description, so make sure to have this discussion with your higher-ups and know what to do in these scenarios.)

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Question # 60

Tell me your worst experience as a help desk assistant. How did you handle it?

Answer:-

How the candidate describes the experience matters as much as what the candidate says. Look for candidates who focus on solving the problem, not on blaming



others or commenting on personalities.

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Question # 61

Explain me how would you rate your problem solving skills?

Answer:-

This is a common question asked for help desk jobs, so again it is a personal question, and you can rate yourself on number 1 to 10 / 10.

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Question # 62

Tell us what kind of people are your current users? Do you like them?

Answer:-

This sounds like a dumb question. Who's going to say they hate their current users because they're terrible people? Actually, I've known that to happen. The applicant had little patience for needy users and didn't mind telling people. Patience is a virtue desperately needed on a help desk.

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Question # 63

Tell me what does excellence in customer service mean to you?

Answer:-

Customers are a company's assets and they need to be looked after in a manner not less than perfect. The best type of customer service comes about when you have been able to help the customer and he puts the phone down happily!

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Question # 64

Tell me what three qualities does the ideal help desk staff person possess?

Answer:-

The ability to listen, to communicate clearly, to be patient in a tense situation, and to know the available resources well all contribute to the success of an ideal help desk staff member.

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Question # 65

Explain me how do you respond when you do not know the answer?

Answer:-

When you do not know the answer, tell the customer straightway that you don't know the answer instead of hitting around the bush. And ask them to wait till further assistance provided by your colleague or supervisor.

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Question # 66

Tell me in which areas do you consider yourself to be a specialist?

Answer:-

I am extremely expert in Hardware and Network troubleshooting. Besides, I am also skilled in installing operations systems, patches, antivirus, and other applications as required.

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Question # 67

Tell us how do you respond when you do not know the answer?

Answer:-

When you do not know the answer, tell the customer straightway that you don't know the answer instead of hitting around the bush. And ask them to wait till further assistance provided by your colleague or supervisor.

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Question # 68

Tell us how important is customer service for you?

Answer:-

Help desk staff handle customer service first, and the tone of the customer service sets the tone for the company's relations as a whole. Outstanding help desk staff put customer service first - always.

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Question # 69

Explain me how you deal with the frustrated customer?

Answer:-

The first thing a help desk person must do is to try understanding the customer, also try to avoid the conflicts or any such things that disturbs the customer. Then you



can confront with each other and try to solve the problem.

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Question # 70

Tell us how good are you at solving problem on phone?

Answer:-

Solving problem face to face is different than handling them on phone. To convince your interviewer that you have an ability to solve the problem you can put an example of any previous incident where you have solved the customer problem on phone easily.

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Question # 71

Tell us how do you handle irate customers?

Answer:-

Handling irate customers is something that I am quite experienced in. It is natural for customers going through a certain technical glitch to feel grumpy. I do not react negatively. I make sure that I understand their predicament, calm them down by using appropriate sentences, and then resolve their issues as best as I can.

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Question # 72

How would you rate your problem solving skills?

Answer:-

This is a common question asked for help desk jobs, so again it is a personal question, and you can rate yourself on number 1 to 10 / 10.

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Question # 73

Explain me why do you want this job?

Answer:-

The best candidates will tell you not only why they want to be a help desk assistant, but why they want to work with you.

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