Senior Technical Support Engineer Interview Questions And Answers Guide.

Senior Technical Support Engineer Job Interview Preparation Guide.

Question # 1

Tell me would you say that you are hands-on type of person?

Answer:-

One of the most important qualities required in a person handling any support position is his ability to be available immediately as the requirement arises. So, the only answer to this question is "YES". Develop an attitude of being available whenever you are required.

Read More Answers.

Question # 2

Explain me difference between RAM and ROM?

Answer:-

RAM (Random Access Memory) - is used to temporarily store information that the computer is currently working on.
ROM (Read Only Memory) - This is a Permanent type of memory storage used by computers for important data which never changes. (Example: BIOS)

Read More Answers.

Question # 3

Do you know any Five Microsoft Office Applications?

Answer:-

1. MS Word
2. MS Excel
3. MS Powerpoint
4. MS Access
5. MS Outlook

Read More Answers.

Question # 4

Tell me what feature of Outlook Express allows multiple customers to send and receive emails, each using a separate account?

Answer:-

Identities

Read More Answers.

Question # 5

Tell me which desktop operating systems are you familiar with?

Answer:-

You will need to have familiarised yourself with the system used by the organisation you are hoping to join. Focus your answer on those systems, but also mention other systems with which you have experience.

Read More Answers.

Question # 6

Tell me have you ever had to fire someone? If so, why did you have to do so, and how did you approach the situation?

Answer:-

Mention that the task was not pleasant but that you got through by explaining the position and reasons for dismissal to the individual and being as sympathetic as possible.

Read More Answers.

Question # 7

Tell me what is your favorite aspect of desktop support?

Answer:-

The question is a test of motivation. You need to match your answer to the job. Mention aspects like the challenges of working with new systems and meeting new people.

Read More Answers.

Question # 8

Tell me what are some things that you look for in a job?

Answer:-

Tailor your answer to the interviewers' company. Talk about challenges, job satisfaction, opportunities and work environment.

Read More Answers.

Question # 9

Tell me as an IT support engineer have you learned from your mistakes?

Answer:-

The real fact is that everyone who works makes a mistake. There is no loss in making a mistake while working. The main aspect of asking this question is to know if the candidate makes mistakes and learns from it without repeating. To make this question an apt one, you can state an example where you made a mistake and learned from it and also never repeated the same.

Read More Answers.

Question # 10

Tell me what is forward and reverse lookup in DNS?

Answer:-

When we convert IP address into names is called Reverse lookup, while converting names into IP address is called Forward lookup.

Read More Answers.

Question # 11

Explain me what is a child domain?

Answer:-

A child domain is the member domain of Windows 2000 Active Directory.

Read More Answers.

Question # 12

Tell me how you can take backup of emails in ms outlook?

Answer:-

To take a back-up in the ms outlook, you have to go in control panel. In control panel you have to go under mail option and then open the data file, select personal folder and click on open folder. After that, you have to copy .pst and have to paste it wherever you want the backup.

Read More Answers.

Question # 13

Please explain about your basic technical experience and qualifications?

Answer:-

You can consider this question as an ice breaker. You will find yourself facing this question in almost all the interviews for this position. An effective answer to this question will summarize your basic technical qualification along with some information about the technologies and products you have worked on. Here, you can go on to talk about any revolutionary or recent technology you have worked on. For e.g. "I have completed by BE - Electronics with 78% marks and have a 2 years experience of working in the industry of security software. I have the privilege of working in the team which developed and supported the revolutionary Winsock Layer technology". The trick is to put the full stop at the right place to provoke the desired next question. With this answers, you can immediately expect a question "What is Winsock Layer Technology?"

Read More Answers.

Question # 14

Do you know what is BIOS?

Answer:-

BIOS stands for Basic Input-Output System and is pronounced as "Bye-Ose". The BIOS is available on all the computers. It makes sure that all the components of the computer can function together. It has information about all the hardware components in the Computer. BIOS can also be called as a Special Software that interfaces the major hardware components of a computer with the Operating System. It is usually stored in a Flash Memory Chip on the Motherboard.

Read More Answers.

Question # 15

Tell me why are Device Drivers required?

Answer:-

A Device Driver (or just Driver) is a piece of software which is required to run every Hardware Component present in the computer.

Question # 16

Explain me what is the difference between CRT (Cathode Ray Tube) and LCD (Flat Screen Monitors)?

Answer:-

CRT Monitors: The Monitor has a picture tube and uses a light-gun to highlight pixels on the screen.
LCD Monitors: These monitors do not have a picture tube and contain a layer of liquid crystals on an Electronic Board.

Question # 17

Do you know what is the difference between FAT32 and NTFS file systems?

Answer:-

* 1. NTFS allows compression and file encryption. FAT32 does not.
* 2. NTFS is more secure than FAT32

Question # 18

Tell me what is one of the latest Computer Processors (CPU)?

Answer:-

The Intel Pentium Quad Core Intel I3, I5, and I7 processors.

Question # 19

Tell me what is your style of management?

Answer:-

Tailor your answer to the management style of the company to show that your style will complement it. A good maxim to remember is 'task needs, group needs and individual needs'. You might also mention motivation and delegation.

Question # 20

Suppose a customer complains that his computer is working slowly. What things should you check?

Answer:-

Check the following:
* Is start-up time longer than usual?
* Is it slower with one particular application or slower overall?
* Are there any viruses, malware or spyware?
* Available Hard Disk space.

Question # 21

Tell me in two or three years from now, what do you see yourself doing?

Answer:-

This is a test of your ambition and possible loyalty. You should be clear about what you hope to achieve and could ask the interviewers if your objectives are a possibility with their company.

Question # 22

What technical skills do you possess that would benefit our company?
What is your basic technical experience and qualifications?

Answer:-

Technical support positions deal with a specific base or model of products. A basic knowledge of the company's products and their uses is the key here. Research the company's products in order to familiarize yourself with them as best as you can.
Other than basic hands-on knowledge of a product, a willingness to learn as much as necessary is required. Even if you are not familiar with their product, most companies have several training programs available to those with the desire to learn.

Question # 23

Explain me what are the benefits of a child domain?

Answer:-

Benefits of child domain are:
* Low network traffic
* Low administrative overhead
* Security boundary

Question # 24

Tell me what is a "Default Gateway"?

Answer:-

Default gateway is the IP address of the router in the network. In any case, if the users wants to switch on to another network, or if they cannot locate their particular network than their query will be forwarded to default gateway.

Question # 25

Tell me what technical skills do you possess that would benefit our company?

Answer:-

You must do some home work to answer this question effectively. Dig out the information about some products and technologies on which they work, match them with your skills set and prepare an effective answer. Company's website and job notification can be a good source for this information. To answer this question, you can say something like - "I see that your company sells security softwares for mail servers. I have a good knowledge of various mail servers, their performance and the security loop holes in them. This will help me in providing effective and efficient support to both the customers facing technical issues with your product as well those wanting to buy a new product."

Question # 26

Tell me what tools are most helpful to you when trouble shooting and solving a problem?

Answer:-

Experience, knowledge, manuals, team members are some of the tools that come handy while trouble shooting. However, don't exhibit support from team members as your primary tool as you are expected to deal with a customer independently most of the times.

Question # 27

Tell me sequence of things done by the BIOS when you turn on your Computer?

Answer:-

* Check the CMOS for Custom Settings
* Load the interrupt Handlers and Device Drivers
* Initialize Registers and Power Management
* Perform POST (Power On Self Test)
* Display System Settings
* Determine which devices are Bootable
* Initialize the Bootstrap sequence

Question # 28

Suppose a Customer complains that his computer is working really slow, what are the things you would check?

Answer:-

* Check if it is taking longer than usual to start up
* Check if it is slow with one / any particular application or slow overall.
* Check for Spyware/Malware/Virus in the computer
* Check the available Hard-Disk Drive Space in the computer.

Question # 29

Do you know one of the latest Computer Processors (CPU)?

Answer:-

Intel Pentium Quad Core, Intel I3, I5, I7 processors.

Question # 30

Explain what is the difference between CRT (Cathode Ray Tube) and LCD (Flat Screen Monitors)?

Answer:-

CRT Monitors: The Monitor has a picture tube and uses a light-gun to highlight pixels on the screen.
LCD Monitors: These monitors do not have a picture tube and contain a layer of liquid crystals on an Electronic Board.

Question # 31

Explain some of the versions of Windows XP?

Answer:-

Windows XP Home Edition, Professional, Media Center Edition, Tablet PC Edition, Mobile

Question # 32

Tell me the names of a few Firewalls?

Answer:-

* Norton
* McAfee
* Zone Alarm etc

Question # 33

Tell me in our industry, what are some important trends that you see?

Answer:-

This question is intended to test your knowledge of the industry. You will need to have done some homework. You might look at topics like technological developments, economic challenges and changes in the market.

Question # 34

Suppose your previous manager was in the room with us, what do you think he would have to say about you?

Answer:-

Always try to be positive. Give answers like: " They would say that I was an enthusiastic, hard worker" or " I was the most reliable and efficient member of the team' or "I was an excellent problem solver."

Question # 35

Explain me what do you know about our company and our products?

Answer:-

To answer this question, you must have done your homework and to show it. You will need to know what the company does and something about its products. You will also need to be aware of recent developments and know a little about the leading figures in the company.

Question # 36

Tell me so far, how successful do you feel have you been?

Answer:-

Here you need to give an air of quiet confidence. Say that your career progression to date has been quite good (give examples of how you think you have been successful).

Question # 37

Tell me why do we use DHCP?

Answer:-

Dynamic Host Configuration Protocol (DHCP) is used to assign dynamic IP addresses to network devices, allowing them to have a different IP address each time they are connected to the network.

Question # 38

Do you know what is RAS server?

Answer:-

RAS means Remote Access Server. It allows operating the tool or information that typically resides on a network or IT devices through combination of hardware and software, for example connecting to printer or file. It is usually used for mobile users who are in the network. It uses telephone line to provide connectivity to its users. It can also connect two or more than two offices in the network.

Question # 39

Explain what are the operational roles for DC (Domain controller) and ADC (Additional Domain Controller)?

Answer:-

Operational roles for DC (Domain controller) are:
* Domain Naming Master
* Schema Master
* RID Master
* PDC Emulator
* Infrastructure Master
Operational roles for ADC (Additional Domain Controller) are:
* PDC Emulator

* RID Master
* Infrastructure Master

Question # 40

Do you know what is DC and ADC stands for?

Answer:-

DC stands for domain controller and ADC stands for additional domain controller.
ADC is a backup of domain controller. Domain controller is a server that checks the security measures like user id, password.

Question # 41

Tell me what is a default gateway? What happens if I don't have one?

Answer:-

A default gateway is a routing device used to forward all traffic that is not addressed to a destination within the local network or local subnet. If you don't have a default gateway, it is not possible to communicate with the network device/host of different networks. Dial-up internet connections do not require a default gateway though because it is present in the ISP itself.

Question # 42

Explain me what long-term goals do you have?

Answer:-

Relate to the job description and the company and describe what progression you would like to see in that environment.

Question # 43

As you know your resume shows that you may be over-qualified for this position. What is your opinion of this?

Answer:-

You hope to work long term with the company and hope that good work performance will open up new opportunities within it. You can mention that strong companies always need well-qualified staff and that with your qualifications the employer will see a good and rapid return on his investment.

Question # 44

Behavioral Senior Technical Support Engineer Interview Questions:

Answer:-

* Have you ever faced a customer issue you've never heard of before? What did you do?
* Describe a situation where a customer was angry and blaming you for someone else's mistake. How did you handle it?
* How do you keep up-to-date with current technology trends?

Question # 45

Explain what is a Parallel Windows installation?

Answer:-

When the first installation of Windows fails to boot for some reason, another copy of Windows is installed in the same drive but in a different directory (so that the customer can access to and backup his old data). This is called Parallel Installation of Windows.

Question # 46

Explain me some of the Ports available in a Computer?

Answer:-

Some of the commonly available ports in a Computer are as follows:
1. Keyboard & Mouse Ports - Also known as PS/2 ports
2. USB Ports
3. VGA Ports
4. Sound Ports
5. LAN Port - Also known as Ethernet Port

Question # 47

Tell me what are the Hardware Components of a Desktop Computer / Laptop?

Answer:-

The Hardware Components of a Desktop Computer / Laptop are as follows:
* The Processor (CPU)
* Motherboard

* RAM (Random Access Memory)
* Power Supply - SMPS (Switch Mode Power Supply)
* Hard-disk Drives
* CD/DVD-ROM Drives
* Floppy Disk Drive
* Sound Card
* Graphics (Display) Card
* Keyboard
* Mouse
* Monitor

Read More Answers.

Question # 48

Tell me have you used any of our products or similar products/competitors?

Answer:-

If you have used the company's product or a product of the competitor, it does give you an advantage as you would have a basic idea about the functionalities. However, if you have not used any such product, don't worry. If you have the ability to grab things quickly and pick up the technology fast, you can prove yourself to be a potential candidate. For example, you can say something like this, "I am afraid, I haven't used your's or competitor's products first hand. However, I have seen others using them. Once I get hold of a product, I have an ability to understand the features quickly and I am quick at grabbing new technologies. So, I don't think it will pose any problem for me."

Read More Answers.

Question # 49

Tell me what is a Data Cable?

Answer:-

A Data Cable is a Thin Plastic band-like cable used to connect the Data-Devices like Hard-disk drives, Floppy Disk Drives, CD/DVD-ROM drives with the motherboard. Data Cables are primarily used for Data Transfer.

Read More Answers.

Question # 50

What are the components needed to setup a Basic Home Network?

Answer:-

* LAN Cards
* LAN Cables
* Router/Hub

Read More Answers.

Question # 51

Tell me what, in your opinion, is the most difficult aspect of being a manager or executive?

Answer:-

Identify one of the most difficult tasks as being the motivation of staff in trying circumstances.You can include planning and completing objectives on time and within budget.

Read More Answers.

Question # 52

Tell me what is your least favourite aspect of desktop support?

Answer:-

This is designed to see how well you will fit with the present team. A good answer would be along the lines of being unable to solve a problem due to factors outside you control, like hardware failure for instance.

Read More Answers.

Question # 53

Tell me what are the steps you follow to solve a technical problem?

Answer:-

This question would present your familiarity with the IT support process. Your answer would also be a key which would enable the employer schedule for training if required. Remember to list down all the steps for solving in the right order and also answer that each organization has their own set of procedures.

Read More Answers.

Question # 54

Do you know what is IAS server?

Answer:-

IAS means Internet Authentication Service. For many types of network access like wireless, authenticating switch and remote access dial-up they perform accounting and auditing, centralized connection authentication and authorization.

Read More Answers.

Question # 55

Explain me three of your accomplishments over the past few years that you are most proud of?

Answer:-

Identify three of your best achievements and say why you are most proud of them - you can consider the difficulties, the outcomes etc.

Read More Answers.

Question # 56

Explain me yourself professionally in a few words?

Answer:-

This is not an invitation to give your life story. Give a brief mention of your highest education level, say where you have worked and your role focusing on your most recent position and then refer to your future goals. You should devote no more than one sentence to each aspect.

Read More Answers.

Question # 57

Explain me what does USB stand for?

Answer:-

Universal Serial Bus - the current version is 2.0. It allows the
connection of peripherals without the need to shut down the computer.

Read More Answers.

Question # 58

Do you know sample computer configuration?

Answer:-

1. Intel Pentium Core 2 Duo - 3.0Ghz
2. 2 GB RAM
3. 300GB HDD
4. DVD Writer
5. 17 inches LCD Monitor
6. Keyboard
7. Mouse

Read More Answers.

Question # 59

What would you check if there is no sound from your computer? (Audio not working)

Answer:-

* Check for cable connections
* Check for power to the speakers
* Check for volume control
* Check for device drivers

Read More Answers.

Question # 60

Tell me what is your expected period for an average call?

Answer:-

You are expected to solve a problem as quickly as possible. However, solving the problem to customer's satisfaction is the key here. Your answer to this question demonstrates your problem solving abilities, communication skills, technical knowledge and interest in customer satisfaction. You can say something like: "The time to resolve a problem depends on the level of its intensity. However, I have experienced that most of the customers face similar type of problems. With an ability to analyse the problem quickly and a ready answer, we can expect to close the call in 2-3 minutes (or whatever time you have experienced). As a technical support person, my focus has always been on both efficiency and effectiveness. Customer satisfaction is the key for me"

Read More Answers.

Question # 61

Do you know what are Hard-Disk Partitions?

Answer:-

Partitions are used to Divide a Hard-disk drive into smaller segments as required by the user and for better management of the space in it.

Read More Answers.

Question # 62

Explain difference between a WORKGROUP and a DOMAIN?

Answer:-

In a Workgroup, all the computers function as Peers. But in a Domain, One computer is the Server and the others are Clients.

Read More Answers.

Question # 63

Tell me what do you feel is an appropriate salary for this position?

Answer:-

Salary is a delicate question. You can answer in several ways. You can give a figure based on industry norms for the position or else you could say that you cannot give a realistic answer until you know more details of the job. Do not undersell yourself - you will regret giving a figure that is too low. Equally, if the figure is too high, you will put off the employer. It is best to avoid being too specific but do not give the impression that salary is unimportant.

Read More Answers.

Question # 64

Explain me a situation where you have had to deal with a difficult person and how you handled it? Do you think you should have done anything differently?

Answer:-

This question is best answered by reference to a successful outcome to a difficult situation that you have encountered. In general terms, you could say that you understand the frustration of end users and that good communication often goes a long way to resolving issues.

Read More Answers.

Question # 65

Do you know what is OU?

Answer:-

OU means for Organizational Unit. It is a container within Active Directory which can hold users, groups and computers.   It is the smallest unit on which administrator can assign group policy settings.

Read More Answers.

Question # 66

Tell me which operating system are you famed with?

Answer:-

Remember to answer this question by researching about the systems the organization is using. Try to get familiarized with the system the organization makes use of. With this also mention other systems which you have worked and have experience with.

Read More Answers.

Question # 67

Tell me how capable do you think you are at handling stress?

Answer:-

Here you need to acknowledge that sometimes work and life can be stressful. You need to show what techniques you use to reduce and control stress - careful time management, exercise, time out, setting priorities are all methods you could discuss.

Read More Answers.

Question # 68

Operational and Situational Senior Technical Support Engineer Interview Questions:

Answer:-

* What are the main functions of BIAS?
* How would you respond to a customer who claims their website is loading too slowly?
* How would you access the Recovery Control in Windows?
* Mention any help desk tools that facilitate client communication.
* What do you find most intriguing about this position?
* Are you familiar with ERP software?
* What remote desktop tools have you used?
* Walk me through the process of a successful customer problem resolution. When is your role complete?
* Describe the procedure for installing antivirus software.
* What kind of customers have you dealt with most?
* Are you familiar with our products? What do you think are our most common customer queries?

Read More Answers.

Question # 69

Do you know lights on a Modem / LAN Card?

Answer:-

Generally, there are 04 lights. They indicate the following:
1. Power Light: Shows if the device (Modem)is getting Power Supply or not.
2. Link Light: Indicates if the device is getting broadband/internet signals properly from the ISP
3. Data Light: Indicates wether the internet is working or not.
4. Connectivity Light: Indicates the Modem is connected to a PC or not.

Read More Answers.

Question # 70

Explain what steps do you take for solving a technical problem?

Answer:-

This question demonstrates familiarity with the technical support process. Your answer to it also enables the interviewer to arrange for your training, if you are hired.

List down the major steps you take in solving a problem and say that you understand that every company has a different set of procedures, which are you open to learn quickly and adapt to.

Read More Answers.

Question # 71

Do you know what is DHCP?

Answer:-

DHCP stands for Dynamic Host Configuration Protocol. It is used to generate & provide IP addresses to the computers on a network.

Read More Answers.

Question # 72

Tell me how do you remain abreast of new developments in technology?

Answer:-

You could mention seminars, courses, trade journals and technology magazines. You could also mention the value of social networking.

Read More Answers.

Question # 73

Tell me for what period of time do you expect to stay with us?

Answer:-

Say that you are looking for a career in the organisation but will need to remain challenged.

Read More Answers.

Question # 74

Explain me what do you mean by clustering? What are the benefits?

Answer:-

When one or more computers work together as a single system by sharing their resources is known as clustering. The benefits of clustering are that it reduces the load on one single system by sharing the load also it is used for redundancy of the services.

Read More Answers.

Question # 75

Explain me what do you know about our products and company?

Answer:-

The purpose of this question is to check your level of interest and preparation for the position. Read the job advertisement carefully and go through their website to get some basic information about them. You are not expected to know in and out of the product or the company but exhibiting a basic knowledge can take you a long way ahead in comparison to other candidates.

Read More Answers.

Question # 76

Tell me what does the term USB stand for?

Answer:-

USB stands for Universal Serial Bus. It allows devices to be connected or disconnected from a computer without shutting down or restarting the computer. The current version of USB is 2.0

Read More Answers.

Question # 77

Tell me what is scope and super scope?

Answer:-

Scope consists of an IP address like gateway IP, subnet mask, DNS server IP. It can be used to communicate with the other PCs in the network. The superscope becomes when you combine two or more scopes together.

Read More Answers.

Question # 78

Tell me what is the difference between RAS and VPN server?

Answer:-

RAS is truly a local area connection between two connections whereas, VPN is a local connection spread over large area.

Read More Answers.

Question # 79

Tell me what is IPCONFIG command?

Answer:-

IPCONFIG command is used to display the IP information of the computer assigned like DNS IP address and gateway IP address.

Question # 80

Explain some functions of BIOS?

Answer:-

* Performs a POST (Power-On Self Test) for all the different Hardware Components in the System to make sure everything is working properly.
* Activating other BIOS Chips on different cards installed in the computer, for example, SCSI and Graphics Cards.
* Provides a set of low-level suiting that the Operating System uses to interface different Hardware devices. BIOS manages things in your computer like the Keyboard, Monitor, Serial and Parallel Ports especially when the computer is Booting up.
* Manage the settings for Hard-disk drives, System Clock etc.

Question # 81

Tell me would you be willing to take training or classes to improve your technical skills?

Answer:-

Every new product has some new features. If the product you are going to take up is entirely new you will need more training to handle it. Say "YES" if they are offering you to take a training before you get started.

Question # 82

As you know what is Ping?

Answer:-

Ping is a command that checks the connectivity with an IP address. For more read this article

Question # 83

Tell me how would you access the Recovery Console in Windows?

Answer:-

By booting with the Windows XP CD and following the on-screen instructrions. The Recovery Console can also be installed in your computer.

Question # 84

What are some questions you would ask to help isolate a user's problem?

Answer:-

This question examines your problem-solving ability. You could say that you would ask the following questions:
* Describe the problem. Was there an error message? If so, what?
* Have you had a similar problem or other problems before? Give details.
* What were you doing when the system failed?
* Has any new hardware been added to the system?
* Has any new software been added to the system?
* Have you downloaded anything from the Internet?
* What, if anything, have you done to fix the problem yourself?
* Are you the only user who has access to the system?

Question # 85

Tell me what are your reasons for wanting to work with us?

Answer:-

From your research on the company, you should be able to spell out what has attracted you to apply for the position - perhaps they focus on an area of research that you enjoy or would like to become involved with; maybe they offer opportunities that competitors do not; or possibly they are active in a field that interests you. Be careful, though, do not pretend to have an interest in something that you do not - your deception will be noticed.

Question # 86

Explain me what are the types of operating system or O.S?

Answer:-

The two types of operating systems are:
* NOS : Network Operating System. Examples of NOS- Windows NT, 2000,2003
* SOS : Simple Operating System. Examples of SOS - Windows 95,98, ME

Question # 87

Explain me what have you learned from mistakes on technical support job?

Answer:-

Everyone who works commits mistake. You don't lose if you have also made some mistakes at work. However, it is more important to learn a lesson from it and never repeat the same mistake. To answer this question you can talk about some mistake you did and focus on what you learnt from it and that you never repeated it.
Read More Answers.

Question # 88

Explain me what does BOOT.INI do?

Answer:-

Boot.ini lists all the Operating Systems present in the computer and provide information about which partitions they are located on.
Read More Answers.

Question # 89

Do you know about VPN server?

Answer:-

VPN means Virtual Private Network. It is a private communications network often used by companies or organizations to communicate confidentially over a public network. This is used by the mobile users in the network.
Read More Answers.

Question # 90

Please explain what is DNS?

Answer:-

DNS stands for Domain Name Services - it is used to convert URLs into IP addresses and vice-versa.
Read More Answers.

Question # 91

Explain me what have you done to improve your technical support knowledge in the last year?

Answer:-

Agility is the key to growth. Every person must do some activities to sharpen his axe. Talk about the books you read, training sessions/ conferences you attended, discussions you had with the team members as an answer to this question.
Read More Answers.

Question # 92

Would you describe yourself as a problem solver? If so, why?

Answer:-

You should obviously give a positive answer. You should give examples that show that you can think critically and highlight your skills.
Read More Answers.

Question # 93

Tell me which Windows OS are you most comfortable with?

Answer:-

This is a very basic question and you can prepare your answer by researching which OS version is used by the company you're applying in. Be sure to do a little reading on the systems you are familiar with, so you can showcase your skills.
Read More Answers.

Question # 94

Explain me what are RJ45 and RJ11 connectors?

Answer:-

RJ45 connectors are used for LAN/Ethernet connections and RJ11 connectors are used for Telephone Cable connections.
Read More Answers.

Question # 95

Tell me what qualities do you look for when you hire people?

Answer:-

Mention ability and experience and interpersonal skills. You should also mention initiative and future potential.
Read More Answers.

Question # 96

Tell me what is the Blue Screen of Death (BSOD)?

Answer:-

A Blue Screen of Death (or just a Blue Screen Error) is an indication of a Critical System Problem wherein the Computer freezes altogether and does not respond to anything.
To rectify this problem, try Restarting the computer or Booting into Safe Mode. For more information, read this.

Question # 97

Tell me what are your reasons for leaving your previous/present job?

Answer:-

Be honest and brief but avoid answers suggesting personality conflicts or that you were dismissed. Try to present the move in a positive light.

Question # 98

Tell me why do you want to work for this organisation?

Answer:-

Let the interviewers know that you have done some homework by saying that in your job search their company stood out from the rest because "...." You should also mention the company's history, products, philosophy, reputation etc.

Question # 99

Tell me what is DHCP and what it is used for?

Answer:-

DHCP stands for dynamic host configuration protocol. It is used to allocate IP addresses to a large number of the computer system in a network. It helps in managing the large number of IP's very easily.

Question # 100

Explain how do you feel about your abilities as a manager?

Answer:-

Focus on how you achieve results while maintaining good staff relations. Use examples of your successes and how you have learned from mistakes. Emphasise your energy and experience.

Question # 101

Tell me what are the disadvantages of using imaging software?

Answer:-

This question is designed to test your familiarity with imaging software. Describe image testing and the attributes of particular software to show your familiarity with imaging.

Question # 102

Tell me what are the tools do you think is mandatory for problem solving?

Answer:-

Team members, experience, manuals, and knowledge are a few tools which are useful for troubleshooting. Also do not present that team members are the main tool because any issue to be solved must be handled independently.

Question # 103

Do you know what is an IP Address?

Answer:-

An IP address is a unique numerical identifier of every device on a network. A typical IP address can look like this: 216.27.61.141. To detect a computer's IP Address, go to Start - Run - Type in CMD in the Run Dialogue Box and click OK or hit <Enter> - In the Command Prompt Screen that comes up, type in IPCONFIG and hit <Enter>

Question # 104

Tell us what is your troubleshooting process?

Answer:-

The basic troubleshooting process is:
* Identify the problem
* Consider likely causes
* Test theories to localise the cause
* Formulate and implement a plan to solve the problem
* Verify that the problem is solved and take steps to prevent a reoccurrence
* Record your findings, what action you took and the outcome

Question # 105

What is your typical workweek as an IT support officer?

Answer:-

The employers would like to know what the candidate would do while they work. Take a deep look at the job role you have applied for and how it relates to your previous role. When you wanted to talk about typical work for a week, avoid discussing about non-work related activities. During the time of the company, you should use the time in a productive manner. Your answers must be focused on work and formulate your answers in a way which presents that you are organized.

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