

Desktop Support Interview Questions and answers

1. Can you explain what DHCP is? (100% asked Desktop Support interview question)

Answer:

DHCP stands for Dynamic Host Configuration Protocol. It's used to automatically assign IP addresses to devices on a network. For example, when you connect your laptop to a Wi-Fi network, DHCP assigns an IP address to your device so it can communicate on the network.

2. How would you troubleshoot a computer that's not connecting to the internet?

Answer:

I would start by checking if other devices on the same network can connect to the internet. If they can, I'd ensure the network cable or Wi-Fi connection is working on the troubled computer. If that's not the issue, I'd check for any proxy settings or firewall configurations that might be blocking the connection.

3. What is Active Directory?

Answer:

Active Directory is a directory service developed by Microsoft for managing and organizing network resources. It stores information about users, computers, and other network objects in a hierarchical structure. For instance, it helps manage user authentication and access to shared resources.

4. Explain the concept of a printer queue.

Answer:

A printer queue is a temporary storage location for print jobs on a network or local printer. When multiple users send print jobs to a printer, they are stored in a queue and processed in the order they were received. This prevents the printer from being overwhelmed and ensures orderly printing.

5. How would you handle a situation where a user's computer is running very slowly?

Answer:

First, I would check the Task Manager to identify any resource-intensive applications. Then, I'd recommend closing unnecessary applications and performing a disk cleanup to free up space. If the issue persists, I might suggest upgrading hardware components like RAM or the hard drive.

6. Describe the steps you'd take to set up email on a user's device.

Answer:

I'd start by collecting the user's email server settings (incoming and outgoing). Then, I'd go to the email client's settings, such as Microsoft Outlook, and input the server details along with the user's email credentials. I'd demonstrate by configuring the email on their device.

7. What is the purpose of a firewall?

Answer:

A firewall is a network security device that monitors and controls incoming and outgoing network traffic. It acts as a barrier between a trusted internal network and untrusted external networks, preventing unauthorized access and protecting against cyber threats.

8. How do you handle a situation where a user has forgotten their Windows login password?

Answer:

I would guide the user to use the password reset option by clicking on "Forgot Password" at the login screen. If that's not possible, I might use administrative tools or a password reset disk to help them regain access to their account.

9. Explain the concept of data backup and why it's important.

Answer:

Data backup involves creating copies of important files and storing them in a separate location. It's crucial to prevent data loss due to hardware failures, accidental deletion, or cyberattacks. For instance, I'd recommend setting up automated backups to an external drive or cloud storage.

10. What is Remote Desktop Protocol (RDP)?

Answer:

RDP is a protocol developed by Microsoft that allows a user to connect to another computer over a network and interact with it remotely. This is useful for troubleshooting and providing technical support to users without physically being at their location.

11. How would you assist a user who can't print to a network printer?

Answer:

I would start by checking if the printer is online and connected to the network. Then, I'd verify if the user's computer is correctly configured to use the printer. If everything seems fine, I might try removing and re-adding the printer, ensuring the correct drivers are installed.

12. Can you explain the concept of IP addressing and subnetting?

Answer:

IP addressing involves assigning unique numeric identifiers to devices on a network. Subnetting is the practice of dividing a larger network into smaller segments for better management and efficiency. For example, a common IP address might look like 192.168.1.10, while subnetting would group devices based on similar addresses like 192.168.1.x.

13. How do you ensure the security of sensitive data on a user's computer?

Answer:

I would recommend implementing strong passwords, enabling full-disk encryption, and installing up-to-date antivirus software. Additionally, educating the user about phishing scams and safe browsing practices is essential to prevent unauthorized access to their data.

14. What steps would you take to troubleshoot a computer that's not powering on?

Answer:

I would first ensure that the power source is functional. Then, I'd check if the power cable is connected properly and that the power button is functioning. If the computer still doesn't power on, I might diagnose hardware components such as the power supply or motherboard.

15. Explain the difference between RAM and a hard drive.

Answer:

RAM (Random Access Memory) is a type of volatile memory that provides temporary storage for data being actively used by the computer. A hard drive, on the other hand, is non-volatile storage used for long-term data storage even when the computer is powered off. RAM affects the speed of active tasks, while the hard drive stores files like the operating system and software.