

# 103 Technical Support interview questions to hire top engineers

## Questions

1. Explain a time you helped someone who wasn't good with computers. What did you do?
2. If a user calls and says 'My computer is broken,' what questions would you ask to figure out the problem?
3. Describe how you would explain the difference between RAM and a hard drive to someone who has never used a computer before.
4. Tell me about a time you had to solve a problem, but you didn't have all the information you needed. How did you handle it?
5. What's your favorite thing about computers, and what's something that frustrates you about them?
6. Imagine a user can't connect to the internet. What are the first three things you would check?
7. How would you stay calm and helpful if a customer was really angry and shouting at you?
8. Explain what you know about different operating systems like Windows, macOS, or Linux.
9. Have you ever had to learn something new about technology really quickly? Tell me about it.
10. A customer says their printer isn't printing. What steps would you take to troubleshoot the issue?
11. What do you understand about computer networks and how they work?
12. Describe a time you had to explain a technical issue to a non-technical person. How did you ensure they understood?
13. How do you keep up-to-date with the latest technology trends and software updates?
14. If a user reports that their computer is running slowly, what troubleshooting steps would you recommend?
15. What are your thoughts on the importance of data security and privacy?
16. Suppose a user accidentally deleted an important file. What recovery options might be available to them?
17. How would you prioritize multiple support requests that come in at the same time?
18. Can you explain the basics of cloud computing in simple terms?
19. What strategies do you use to manage your time effectively when dealing with technical issues?
20. A user reports they are receiving a suspicious email. How would you advise them to handle it?
21. How do you handle situations where you don't know the answer to a technical question?
22. Describe your understanding of various software applications, such as Microsoft Office or Google Workspace.
23. What are some common causes of computer viruses, and how can users protect themselves?
24. If a customer is having trouble installing a new software program, what steps would you guide them through?
25. What are the key differences between hardware and software?
26. Tell me about a time you went above and beyond to help someone with a technical issue.
27. How comfortable are you with remote desktop support and troubleshooting?
28. How do you deal with repetitive tasks or issues that you encounter frequently?
29. Imagine a customer calls and is very upset because their internet isn't working. How do you calm them down and start helping?
30. If a customer doesn't know what operating system their computer uses, how would you help them find out?
31. Explain what 'troubleshooting' means in your own words, like you're explaining it to a friend.
32. A customer says their computer is 'running slow'. What are the first three questions you'd ask?
33. What's the difference between a username and a password, and why are both important?
34. Have you ever helped a family member or friend with a tech problem? Tell me about it.
35. What is the first thing you do when you encounter a technical problem you cannot immediately solve?
36. If a program is 'not responding', what's the first thing you would try to do?
37. What does it mean to 'reboot' a computer, and why is it often helpful?
38. Explain what a 'browser' is and name three different browsers.
39. A customer can't print. What are some things that could be causing this?
40. If you accidentally deleted an important file, what would you do to try and get it back?
41. Describe a time you had to learn something new quickly. How did you do it?
42. What are some things you can do to keep your computer safe from viruses?
43. What's your favorite thing about computers and technology?
44. How would you explain the concept of 'cloud storage' to someone who has never heard of it?
45. What is Wi-Fi, and why is it important?
46. A customer is using all capital letters in their email, what does that indicate and how would you respond?
47. Have you ever been frustrated with technology? What did you do?
48. If a customer says they clicked a link and now their computer is acting strange, what should they do?
49. How do you deal with repetitive tasks that you must do in your job function?
50. What is one example of great customer service you have received, and why was it so good?
51. Pretend I am a client, walk me through how to change my password.
52. What resources do you use to learn new technical skills?
53. Describe a time you had to explain a complex technical issue to a non-technical person. How did you ensure they understood?
54. What troubleshooting steps would you take if a user reported that their internet connection was suddenly very slow?
55. Explain the difference between a static and dynamic IP address. When would you use each?
56. A user calls in saying their computer is running extremely slow. What are your first five questions?
57. How do you prioritize support tickets when multiple users are experiencing different issues with varying levels of severity?
58. Describe your experience with remote desktop tools and how you've used them to resolve user issues.
59. Explain the basic function of a DNS server and how it impacts internet browsing.
60. Walk me through the steps you would take to diagnose a printer that is not printing.
61. Have you ever had to escalate a technical issue to a higher level of support? What were the circumstances and how did you handle it?
62. Describe your experience with documenting technical issues and solutions in a knowledge base.
63. How do you stay up-to-date with the latest technology trends and updates that are relevant to technical support?
64. A user reports they are receiving a 'certificate error' when visiting a website. How would you troubleshoot this?
65. Explain what a VPN is and why someone might use it.
66. What are the common causes of computer crashes and how can they be prevented?
67. How would you handle a situation where a user is very frustrated and upset about a technical issue?
68. Describe your experience with supporting different operating systems (Windows, macOS, Linux).
69. What is the purpose of a firewall and how does it protect a computer network?
70. Explain the difference between HTTP and HTTPS.
71. How do you ensure you are providing excellent customer service, even when dealing with difficult technical issues?
72. Describe a time you identified a root cause of a recurring issue and implemented a permanent solution.
73. What are some common security threats that technical support professionals should be aware of, and how can they be mitigated?
74. Explain the concept of 'the cloud' to someone who has never heard of it.
75. Describe a time you had to explain a complex technical issue to a non-technical person. How did you ensure they understood?
76. Tell me about a situation where you identified a recurring technical problem and implemented a long-term solution. What was your process?
77. Walk me through your troubleshooting process when faced with a completely unfamiliar technical issue.
78. Explain your experience with remote support tools and techniques. Which tools are you most proficient with?
79. Describe a time you had to escalate a technical issue to a higher-level support team. What were the steps you took?
80. How do you prioritize your workload when dealing with multiple urgent technical support requests?
81. Tell me about your experience with documenting technical issues and solutions in a knowledge base.
82. How do you stay up-to-date with the latest technical trends and advancements in your field?
83. Describe a time you went above and beyond to provide excellent technical support to a customer.
84. What strategies do you use to de-escalate a situation with a frustrated or angry customer?
85. Explain your understanding of ITIL principles and how you've applied them in your previous roles.
86. Describe your experience with different operating systems (Windows, macOS, Linux). What are your strengths in each?
87. Tell me about a time you had to work with a difficult or uncooperative colleague to resolve a technical issue.
88. How do you measure your success as a technical support professional?
89. Explain your experience with network troubleshooting, including diagnosing connectivity issues and resolving network performance problems.
90. Describe your experience with cloud-based services (AWS, Azure, Google Cloud). How have you supported users in a cloud environment?
91. Tell me about a time you identified a security vulnerability and took steps to mitigate the risk.
92. How do you handle situations where you don't know the answer to a technical question?
93. Explain your experience with scripting languages (e.g., Python, PowerShell). How have you used scripting to automate technical support tasks?
94. Describe a time you had to manage a large-scale technical outage. What were the key steps you took to restore service?
95. What is your approach to training end-users on new software or hardware?
96. How do you maintain a positive attitude and provide excellent customer service even when dealing with challenging technical issues?
97. Describe your experience with working in a service-level agreement (SLA) driven environment. How do you ensure SLAs are met?
98. Explain your understanding of database management systems (e.g., SQL Server, MySQL). How have you supported users with database-related issues?
99. Tell me about a time you had to work under pressure to meet a critical deadline. How did you manage your time and resources?