50 IT Technician interview questions to ask applicants (with answers)

Questions

1. Can you explain the difference between hardware and software?

2. What steps would you take to troubleshoot a computer that won't boot?

3. How do you ensure data security when setting up a new computer system?

4. What is the purpose of an IP address?

5. Can you walk me through how to set up a printer on a network?

6. What is the role of an operating system?

7. Describe how you would handle a situation where a user cannot access a shared folder.

8. What tools do you typically use for diagnosing network issues?

9. How do you stay updated on the latest technology trends and updates?

10. What is a VPN and why would someone use it?

11. Can you explain the concept of cloud computing in simple terms?

12. How would you prioritize multiple IT support requests from different users?

13. What is the purpose of a firewall in network security?

14. Describe your experience with remote desktop support.

15. How would you approach installing new software on multiple computers?

16. Can you explain what phishing is and how to prevent it?

17. How would you explain the concept of DHCP to a non-technical person?

18. What steps would you take to troubleshoot a slow internet connection?

19. How would you explain the difference between a hub, a switch, and a router to a colleague?

20. What is the difference between IMAP and POP3 email protocols?

21. How would you secure a wireless network for a small office?

22. What is the purpose of a UPS (Uninterruptible Power Supply) in a computer system?

23. How would you explain the concept of backups to a user who has never done one before?

24. What steps would you take to set up a new employee's workstation?

25. Can you describe a complex IT project you led and the outcome?

26. How do you approach disaster recovery planning in your current role?

27. Explain your process for managing IT inventory and equipment lifecycle.

28. What strategies do you use to minimize downtime in network operations?

29. Describe a time when you had to implement a new technology across the organization. How did you ensure a smooth transition?

30. How do you handle a situation where a critical system is down and you're under pressure to resolve it quickly?

31. What is your experience with virtualization technologies, and how have you applied them?

32. How do you ensure compliance with IT security protocols in your projects?

33. Can you explain how you customize IT solutions to meet specific business needs?

34. In what ways do you contribute to improving IT processes and workflows in your team?

35. Describe your experience with IT budgeting and cost management.

36. How do you mentor junior technicians to enhance their skills and performance?

37. What approach do you take when a user reports that their computer is running unusually slow?

38. How would you handle a situation where multiple users are unable to access the internet?

39. What steps would you take if a user cannot access their email?

40. How do you address a situation where the computer's display is showing nothing?

41. Describe your process for handling a recurring problem that users frequently report.

42. How would you secure a network against unauthorized access?

43. Can you explain the importance of encryption in data protection?

44. What steps would you take if you discovered a network breach?

45. How do you keep sensitive data safe while transferring across a network?

46. What is the most common network security threat you have encountered and how did you handle it?

47. How would you ensure all devices on a network are secure?

48. Describe your experience with implementing two-factor authentication.

49. How do you perform a risk assessment of a network environment?

50. Can you explain the concept of network segmentation and its benefits?