

# 57 Windows Helpdesk interview questions to hire top technicians

## Questions

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1. How would you handle a situation where a user is unable to connect to the company network?
2. Can you explain a time when you had to deal with a difficult customer and how you resolved their issue?
3. What steps would you take if a user reports their computer is running very slowly?
4. How do you stay updated with the latest developments and updates in Windows OS?
5. What would you do if you receive multiple high-priority tickets at the same time?
6. Describe a time when you implemented a new tool or process to improve helpdesk efficiency.
7. How do you handle confidential or sensitive information in a helpdesk role?
8. What is your approach to documenting solutions for common issues?
9. What tools or methods do you use to troubleshoot printer issues in a Windows environment?
10. Can you explain how to manage user accounts in Active Directory?
11. How would you assist a user who is experiencing frequent application crashes?
12. What steps would you take to ensure a Windows system is secure and up to date?
13. How do you troubleshoot issues with Windows updates failing to install?
14. What is your understanding of network permissions, and how would you check if a user has the correct access?
15. Can you explain how to create and restore a system restore point in Windows?
16. What is the process for diagnosing hardware issues in a Windows environment?
17. How do you handle a situation where a user is reporting a virus infection on their computer?
18. What are the differences between Windows 10 and Windows 11 that you think are important for users to know?
19. How would you guide a user to set up a VPN connection on their Windows device?
20. What is your experience with remote desktop tools and how would you use them for support?
21. How do you prioritize tasks when dealing with both hardware and software issues at the same time?
22. Can you explain how to use Event Viewer for troubleshooting purposes?
23. What steps would you take to recover data from a corrupted hard drive?
24. How do you approach training users on new software applications?
25. What is your familiarity with command-line tools in Windows, and can you give an example of when you used one?
26. How would you handle a situation where a user keeps forgetting their password?
27. Can you describe the process of configuring Windows Firewall for optimal security?
28. What resources do you rely on for help when you're stuck on a technical issue?
29. How would you troubleshoot a user's issue with not being able to print?
30. What would you do if a user reports that their email is not syncing?
31. How would you address a problem where a user's computer is not booting up?
32. What steps would you take if a user cannot access a shared network folder?
33. How would you resolve an issue where a user is experiencing frequent disconnections from the Wi-Fi?
34. What would you do if a user reports that they are unable to open attachments in their email?
35. How would you help a user who cannot hear any sound from their computer?
36. How would you assist a user who is struggling to find files on their Windows machine?
37. Can you explain the steps to enable a user-friendly interface for someone with accessibility needs in Windows?
38. What troubleshooting steps would you take if a user reports their outlook is constantly crashing?
39. How would you help a user reset their preferences in a Windows application?
40. What methods would you use to guide a user in recovering accidentally deleted files?
41. How would you explain the process of configuring a new email account in Windows Mail to a less tech-savvy user?
42. Can you describe how you would assist a user in optimizing their system settings for better performance?
43. What steps would you take if a user is unable to access a website due to networking issues?
44. How would you approach a situation where a user needs help setting up their second monitor?
45. How would you communicate with a user who is frustrated with recurrent software updates?
46. How would you guide a user through the process of setting up Windows Hello facial recognition?
47. What steps would you take to troubleshoot a Blue Screen of Death (BSOD) error?
48. How would you assist a user in setting up Windows Defender for optimal protection?
49. What approach would you take to diagnose and fix frequent system freezes?
50. How would you help a user recover files from a Windows.old folder after a major update?
51. What steps would you follow to troubleshoot slow startup times in Windows?
52. How would you guide a user through the process of creating a bootable Windows USB drive?
53. What would you do if a user reports their Windows license has suddenly become invalid?