

87 IT Technician interview questions to hire top talent

Questions

1. If a user says their computer is running slowly, what steps would you take to figure out why?
2. Explain what a computer network is in simple terms and why it's useful.
3. What is the difference between hardware and software? Give examples of each.
4. Imagine someone can't connect to the internet. What are the first three things you would check?
5. Describe a time you solved a problem, even if it was a small one. What did you do?
6. What do you know about computer security? Why is it important?
7. If a user accidentally deletes a file, what can you do to help them recover it?
8. What is an operating system? Can you name a few?
9. Explain the difference between RAM and a hard drive. What does each do?
10. Have you ever built a computer, or taken one apart? Tell me about the experience.
11. What are some common computer viruses, and how can you prevent them?
12. What is a firewall, and how does it protect a computer?
13. If you could only have three essential tools in your IT toolkit, what would they be and why?
14. Describe your experience with installing and configuring software applications.
15. How would you explain the importance of regularly backing up data to someone who doesn't understand computers?
16. What are some best practices for creating a strong password?
17. Tell me about a time you had to learn something new quickly. How did you approach it?
18. How familiar are you with troubleshooting printers? What are some common printer problems?
19. What steps would you take to diagnose a computer that won't turn on?
20. How would you handle a situation where a user is being impolite or frustrated?
21. Why are you interested in working as an IT technician, and what are you hoping to achieve in this role?
22. Imagine a user says their computer is 'running slow'. How would you start to figure out why?
23. Explain what a 'computer network' is like you're explaining it to a friend.
24. What's the first thing you would do if a user can't connect to the internet?
25. If a printer won't print, what are a few things you can check?
26. What is a 'username' and 'password' and why are they important?
27. Have you ever accidentally deleted something important? What did you do?
28. What does it mean to 'restart' a computer, and when is it useful?
29. Describe a time you helped someone with a computer problem, even if it was a small issue.
30. What are some things you should never click on in an email?
31. What's the difference between 'saving' a file and 'saving as' a file?
32. How would you explain 'backing up' important files to someone who doesn't know what it means?
33. Tell me about a time you had to follow instructions carefully to complete a task.
34. If a computer makes a strange noise, what are some possible reasons?
35. What do you know about computer viruses and how to avoid them?
36. What is a 'browser' and name some popular ones.
37. If a program freezes, what are the steps to close it?
38. What does 'troubleshooting' mean to you?
39. Describe the difference between hardware and software in a computer.
40. Why is it important to keep software updated?
41. What are some common types of files you might work with (like documents, pictures, etc.)?
42. How do you stay organized when working on multiple computer issues?
43. Imagine a user is very frustrated with a computer problem. How would you handle the situation?
44. If you don't know the answer to a computer question, what would you do?
45. What interests you most about working with computers and technology?
46. Describe a time when you had to troubleshoot a complex network issue. What steps did you take?
47. Explain the difference between RAID 5 and RAID 10, and when you might choose one over the other.
48. How do you approach diagnosing slow computer performance, and what tools do you use?
49. What are the advantages and disadvantages of using virtualization in a business environment?
50. Describe your experience with managing and maintaining a Windows Server environment.
51. How do you ensure data security and prevent data loss in a company's IT infrastructure?
52. What is your experience with scripting languages like PowerShell or Python, and how have you used them to automate tasks?
53. Explain your understanding of network protocols such as TCP/IP, DNS, and DHCP.
54. How do you stay up-to-date with the latest technology trends and security threats?
55. Describe a time when you had to work with a difficult or demanding user. How did you handle the situation?
56. What is your experience with cloud computing platforms like AWS, Azure, or Google Cloud?
57. Explain the importance of patch management and how you would implement a patch management strategy.
58. Describe your experience with mobile device management (MDM) solutions.
59. How do you troubleshoot email delivery issues?
60. What are the key considerations when setting up a new network for a small business?
61. Explain your understanding of different types of malware and how to prevent them.
62. Describe your experience with backup and disaster recovery solutions.
63. How would you handle a situation where a critical server goes down in the middle of the night?
64. What is your experience with working with ticketing systems?
65. How do you ensure that IT infrastructure is compliant with relevant regulations and standards?
66. Describe your experience with remote support tools and techniques.
67. What are some common causes of Wi-Fi connectivity problems, and how do you troubleshoot them?
68. Describe a time when you had to explain a complex technical issue to a non-technical person. How did you ensure they understood?
69. Walk me through your process for troubleshooting a network connectivity issue reported by a user who is working remotely.
70. What steps do you take to ensure data security and integrity when performing system upgrades or migrations?
71. Tell me about a time you implemented a new technology or system. What challenges did you face and how did you overcome them?
72. How do you stay up-to-date with the latest technology trends and advancements in the IT field?
73. Describe your experience with scripting languages (e.g., Python, PowerShell). Can you provide an example of how you've used scripting to automate a task?
74. How do you prioritize and manage multiple IT support requests with varying levels of urgency?
75. Explain your approach to disaster recovery planning and implementation. What are some critical components of a robust disaster recovery strategy?
76. Describe a situation where you had to work with a vendor to resolve a technical issue. How did you ensure a successful outcome?
77. What is your experience with managing and maintaining server infrastructure (e.g., Windows Server, Linux)?
78. How do you approach diagnosing performance bottlenecks in a system and what tools do you utilize?
79. Explain your understanding of cloud computing concepts (e.g., IaaS, PaaS, SaaS) and your experience with cloud platforms (e.g., AWS, Azure, GCP).
80. Describe your experience with virtualization technologies (e.g., VMware, Hyper-V). How have you used virtualization to improve IT efficiency?
81. How do you handle situations where you don't know the answer to a technical question? What resources do you consult?
82. Tell me about a time you had to work under pressure to resolve a critical IT outage. What steps did you take to restore service quickly?
83. What is your understanding of network security principles (e.g., firewalls, intrusion detection systems)? How do you ensure network security in your daily tasks?
84. How would you go about setting up a secure wireless network for an office, considering both user convenience and security best practices?
85. Describe a time when you identified and resolved a security vulnerability in a system or application. What was the impact and how did you prevent it from recurring?