

Sample Interview Questions

Sample Interview Questions for Help Desk Positions



Introduction

Successful interviews are all about asking the right questions. As the interviewer your job is to take the lead. When interviewing for help desk positions, the most suitable candidate will demonstrate technical know-how, a customer service orientation, problem-solving ability and excellent communication skills. In addition, flexibility and a high stress tolerance are essential to success.

Beyond a few general questions at the start of the interview, most questions should be a combination of behavioral and situational questions. Behavioral questions are centered on conduct in past work situations while situational questions are hypothetical and focused on the future. In combination you should get a good sense of past and future performance.

Select a few general questions followed by several behavioral and situational interview questions from the lists provided that are most relevant to your

position and modify the questions as appropriate for your position. These questions will enable you to evaluate the ability of a candidate to take on a wide range of issues, listen and question effectively, maintain their cool during stressful situations, and keep track of problems and resolutions. Be sure to ask all candidates the same questions to better evaluate who the best fit for your organization would be.

General Interview Questions

1. Tell me a little about yourself.
2. What do you find most rewarding about working at a help desk?
3. What does good customer service look like to you?
4. What's the best customer service you ever received?
5. What do you regard as the biggest challenge in a help desk position?
6. How do you keep yourself motivated if people are being mean to you?
7. In which IT areas do you consider yourself to be an expert? How do you keep your IT knowledge and skills current?
8. What tools have you used when supporting customers remotely?
9. What programs have you used to log and date calls?
10. Tell me about your current work schedule. Can you work a flexible schedule?
11. What do you enjoy and what do you dislike about providing customer service?
12. Why are you interested in this position?
13. How did you hear about the position?
14. What do you know about our company?
15. What are your greatest professional strengths and weaknesses?
16. What is your dream job?
17. Where do you see yourself in five years?

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Behavioral Interview Questions

1. Tell me about a time when it was particularly difficult for a caller to explain a problem to you. How did you reach an understanding of the issue?
2. Tell me about a time when you assisted a particularly difficult customer. How did you handle the situation? Is there anything you would have done differently?
3. Tell me about a problem you had to solve that tested your analytical abilities. What resources did you use?
4. Who are your current users? Give examples of how you adapt to their particular demands.
5. Tell me about a time you assisted a customer who worked with multiple representatives and didn't get the help they needed?
6. Give an example of when you had to overcome strong resistance from a customer.
7. Describe a time you collaborated with a peer to solve a problem.
8. Tell me about a time when you were unable to help a customer with their problem. What was the issue and how did you handle the situation?
9. Tell me about problems with the products or services you currently support/previously supported. How did you deal with these issues?

4. How would you explain how ____ works?
5. A customer is saying you're taking too long to solve the issue. What do you do?
6. You receive negative feedback from a caller about you personally. How would you respond?
7. How would you handle a hostile, demanding customer?

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Situational Interview Questions

1. A customer calls with a technical issue with which you are completely unfamiliar. How would you handle the situation?
2. A caller has trouble understanding what you are trying to explain. What would you do to help the caller understand you?
3. If a customer calls saying their computer won't boot (examine other common question that come through your help desk), how would you troubleshoot it?