

Desktop Support – Common Question & Answer

Desktop Support – Common Interview/Helpdesk Questions & Answers

Q: What is Desktop Support?

1. Supporting end-users with hardware and software issues
2. Involves installing, diagnosing, repairing, maintaining, and upgrading devices
3. First level of IT support (Tier 1/Tier 2)

Q: What is your experience with desktop support?

A: Describe relevant experience, tools used, ticketing systems, etc.

Q: How do you prioritize multiple tickets?

A: Based on severity, impact, and SLA requirements.

Q: Describe a time you solved a difficult issue.

A: Include STAR method: Situation, Task, Action, Result.

Q: How do you troubleshoot a PC that won't turn on?

A: Check power cable → Power supply → Motherboard → RAM → Hard drive.

Q: What's the difference between RAM and ROM?

A: RAM is volatile memory used for current tasks; ROM is non-volatile and stores firmware.

Q: What do you do when a user can't log in?

A: Verify username/password → Check domain → Account lockout → Reset password.

Q: How do you fix a slow PC?

A: Clear temp files, check for malware, manage startup programs, increase RAM.

Q: A user cannot access the internet. What do you check?

1. Check physical connection
2. IP address configuration
3. Ping gateway & DNS
4. Try restarting router or NIC

Q: What is Safe Mode?

A: A diagnostic mode to troubleshoot Windows problems with minimal drivers.

Q: How do you resolve a Blue Screen of Death (BSOD)?

A: Note error code → Check recent hardware/software changes → Use recovery tools.

Ping / Tracert / ipconfig / nslookup – Network tools

Event Viewer – Log analysis

Device Manager – Hardware issues

Task Manager / MSCONFIG – System performance