

CANDIDATE	INTERVIEWER	DATE	STAGE
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INTERVIEW QUESTIONS · DESKTOP SUPPORT ENGINEER

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Explain a situation where you had to deal with a critical hardware failure. How did you diagnose the issue and what steps did you take to resolve it quickly?

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Can you discuss a time when you implemented a successful system or process improvement to enhance the efficiency of desktop support services?

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Describe your experience in handling security incidents or malware infections on desktop systems. How did you mitigate the risks and prevent future occurrences?

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Have you worked with automated deployment tools for software installations or system updates? If so, provide an example and discuss the impact it had on your workflow.

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How do you approach providing desktop support in a mixed operating system environment (e.g., Windows, macOS, Linux)? What challenges have you faced, and how did you overcome them?

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Explain a situation where you had to train end-users on new software or technology. How did you ensure a smooth transition and address any resistance or challenges?

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Can you discuss a scenario where you had to collaborate with other IT teams (e.g., network, security) to resolve a complex desktop support issue?

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In what ways do you prioritize and manage your workload when dealing with multiple desktop support requests simultaneously?

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Describe a situation where you had to troubleshoot a connectivity issue affecting multiple users. What steps did you take to identify and resolve the problem?

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How do you keep track of inventory and asset management in a desktop support role? What tools or systems do you use to maintain accurate records?

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OVERALL ASSESSMENT

CRITERIA	SCORE (1-5)	NOTES
Educational Background Appropriate qualifications or training for the position.	1 2 3 4 5	
Prior Work Experience Skills or qualifications acquired through past work.	1 2 3 4 5	
Qualifications / Experience The technical skills the position actually needs.	1 2 3 4 5	

CRITERIA	SCORE (1-5)	NOTES
Problem Solving Abilities Demonstrated critical problem-solving.	① ② ③ ④ ⑤	
Communication Team building and communication skills.	① ② ③ ④ ⑤	
Organizational Fit Would this hire steer the organization the right way?	① ② ③ ④ ⑤	
Directional Fit A step forward, or backward, in their career?	① ② ③ ④ ⑤	

RECOMMENDATION

☐ Advance ☐ Hold ☐ Decline

1 = well below the bar · 3 = meets it · 5 = clearly above it

AvaHR — hiring software for teams without a recruiter
Use the same scorecard for every candidate in this role.