

CANDIDATE	INTERVIEWER	DATE	STAGE
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INTERVIEW QUESTIONS · DESKTOP SUPPORT TECHNICIAN

1

What kind of experience do you have providing desktop support?

12345

2

Describe a challenging issue you have dealt with while giving desktop support.

12345

3

How familiar are you with various operating systems and hardware components?

12345

4

Describe your troubleshooting process when resolving technical issues.

12345

5

Are there any tools or software you prefer to use to diagnose problems?

12345

6

What have you done to stay up-to-date with the latest desktop support technologies?

12345

7

Can you provide examples where your attention to detail prevented more severe issues from occurring?

12345

8

Describe how you approach problem-solving and your steps when confronted with a problem.

12345

9

How do you prioritize tasks and manage your time when multiple requests occur simultaneously?

12345

10

What strategies do you use for staying organized and avoiding distractions?

12345

OVERALL ASSESSMENT

CRITERIA	SCORE (1-5)	NOTES
Educational Background Appropriate qualifications or training for the position.	12345	
Prior Work Experience Skills or qualifications acquired through past work.	12345	
Qualifications / Experience The technical skills the position actually needs.	12345	
Problem Solving Abilities Demonstrated critical problem-solving.	12345	
Communication Team building and communication skills.	12345	
Organizational Fit Would this hire steer the organization the right way?	12345	

CRITERIA

SCORE (1-5) NOTES

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.