

CANDIDATE	INTERVIEWER	DATE	STAGE
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INTERVIEW QUESTIONS · HELP DESK ANALYST

1	Can you please share your background and expertise in assisting end users with technical issues?	12345	
2	How do you prioritize and handle multiple support requests simultaneously	12345	
3	Can you explain your approach to troubleshooting software-related issues	12345	
4	How do you deal with demanding or frustrated users?	12345	
5	Describe a time when you had to escalate a problem to a higher level of support. How did you handle it?	12345	
6	What steps do you take to ensure clear and effective communication with end users?	12345	
7	What methods do you use to keep up-to-date with the latest advancements and trends in technology?	12345	
8	Can you share an example of a complex technical issue you successfully resolved?	12345	
9	How do you handle situations where you are not immediately familiar with a particular technology or software?	12345	
10	How do you maintain accurate records of incidents and support requests?	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.