

CANDIDATE	INTERVIEWER	DATE	STAGE
INTERVIEW QUESTIONS · HELP DESK SPECIALIST			
Personal			
1	What is your previous work experience?	1 2 3 4 5	
2	How important is good customer service to you?	1 2 3 4 5	
3	Have you ever gone the extra mile in your previous jobs?	1 2 3 4 5	
Human Resources			
4	How would you handle an upset customer?	1 2 3 4 5	
5	How would you handle it if a colleague was not following company policies and rules?	1 2 3 4 5	
6	What is the definition of good teamwork to you?	1 2 3 4 5	
Management			
7	How do you manage to do multiple tasks and organizing them by priority?	1 2 3 4 5	
8	How would you fix a problem connecting with the network?	1 2 3 4 5	
9	What happens if your computer does not want to turn on?	1 2 3 4 5	
Technical Skills and Knowledge			
10	Are you aware of our products and services?	1 2 3 4 5	
11	Are you familiar with MS office?	1 2 3 4 5	
12	How would you handle the entire network going down?	1 2 3 4 5	
Additional Questions			
13	What is the most challenging part of being a help desk specialist?	1 2 3 4 5	
14	What is your favorite aspect of your job?	1 2 3 4 5	
15	How would you describe an ideal customer service experience to someone else?	1 2 3 4 5	
16	Tell me about a time when you had to give tough feedback.	1 2 3 4 5	
17	What are common problems in customer service interactions that you avoid, and how do you accomplish this?	1 2 3 4 5	

18 Do customers know what type of feedback they should provide during their conversations with agents like yourself? How do they usually indicate whether or not something worked for them after speaking with one of your colleagues at Help Desk Support?

① ② ③ ④ ⑤

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	
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.