

Network Support Technician Interview Questions

1. Share an experience in which you successfully trained users in a procedures related to network applications software or another system. What methods made you a successful trainer?

2. Tell me about a hardware or software product you found which effectively met technical networking or security needs.

3. Share an experience in which you successfully provided support for a networking issue over the telephone.

4. How do you stay up-to-date with information about patches, releases, viruses, or potential problem identification? Share an experience in which this knowledge was beneficial in your work.

5. What is the state of your logs and/or documentation? What is one thing you would like to improve upon?

6. Describe effective user instructions, procedures, or a manual which you created.

7. What methods have you used to back up network data?

8. Share an experience in which you analyzed a network security breach.

9. Describe a difficult network or connectivity problem you solved for a user.

10. Provide an experience in which you successfully tested computer software or hardware, using diagnostic testing equipment and procedures.