

IT Support Officer interview questions

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What to expect

Interviews for IT Support Officer roles usually mix technical troubleshooting questions with customer service scenarios, since the job sits right at the intersection of the two. Panels often include a current service desk lead or senior technician alongside HR, and some employers add a short practical test.

- **Technical troubleshooting:** Walk-through questions asking you to diagnose a specific hardware, software or connectivity fault step by step.
- **Behavioural:** Past-experience questions about handling difficult users, high ticket volumes or mistakes on the job.
- **Scenario / judgement:** Hypothetical situations testing how you'd prioritise or handle a live incident, especially one you can't fully solve yourself.
- **Client-facing / communication:** Questions checking you can explain technical issues to non-technical users without frustrating them.
- **Security awareness:** Questions probing your understanding of basic cyber security practice, given how much of the role touches user access and data.

Expect an opening chat about your background and why you want the role, then a run of technical and scenario questions that get progressively more specific, often including a live or hypothetical troubleshooting walk-through. Panels usually close with questions about availability, shift flexibility and your own questions about the team's tools and escalation paths.

1. Talk me through how you'd troubleshoot a user who reports their computer won't connect to the network.

Why they ask

This is the bread-and-butter fault of the role, and interviewers want to see a logical, repeatable process rather than guesswork.

How to structure your answer

Walk through your diagnostic steps in order: confirm the symptom, check the simplest causes first (cable, wifi toggle, IP config), narrow down whether it's device-specific or wider, then explain when you'd escalate.

Example answer

"I'd start by getting the user to describe exactly what's happening, whether it's wired or wireless, and if anyone else nearby has the same issue. Then I'd check the basics: cable seated properly, wifi switched on, and run ipconfig to see if the device has a valid IP address. If it's showing an APIPA address I'd suspect a DHCP or switch port issue and check Active Directory to confirm the account and device aren't disabled. If it's isolated to one machine I'd try a different port or cable to rule out physical faults. If it looks like a wider network problem, like a switch or DHCP server down, I'd escalate to the network team straight away with what I've already ruled out, since that saves them time."

2. Tell me about a time you had to deal with a frustrated or difficult user.

Why they ask

Service desk work involves constant contact with stressed users, so the panel wants evidence you can stay calm and keep the interaction professional.

How to structure your answer

Use STAR: describe the situation and the user's frustration, your task, the specific action you took to de-escalate and resolve it, and the result.

Example answer

"A user called in furious because their laptop had crashed twice during an important presentation and they'd already missed the start of a meeting. I let them vent for a moment rather than jumping straight into troubleshooting, then explained calmly what I was going to check and why. It turned out to be a driver conflict from a recent update. I fixed it remotely within about fifteen minutes and followed up afterwards to check everything was stable. They ended up sending a thank you note to my manager, which told me the calm approach mattered as much as the fix itself."

3. How do you decide what to prioritise when you've got ten open tickets and three more coming in?

Why they ask

Ticket volume and competing demands are constant in this role, and the panel wants to see sound judgement rather than just working through the queue in order.

How to structure your answer

Explain your prioritisation logic under pressure: what factors you weigh up, how you communicate delays, and how you avoid dropping anything.

Example answer

"I'd triage by impact first: anything affecting multiple users or a critical system, like a payroll deadline or a server outage, jumps ahead of a single person's minor issue. Within that I'd also consider how quick a fix is, since clearing a two-minute password reset keeps the queue moving even if it's not the most urgent ticket. I always update the ticket status so the user knows they haven't been forgotten, and if I can't get to something same day I'll flag it to my team lead rather than let it sit silently."

4. What would you do if a user asked you to bypass a security control so they could get their work done faster?

Why they ask

This tests judgement around security policy and whether you'll hold the line under pressure from a user, which matters given the role's access to systems and data.

How to structure your answer

Describe the judgement call: acknowledge the user's pressure, explain the policy reasoning, and outline the alternative path you'd offer.

Example answer

"I'd explain that I understand the deadline pressure but I can't disable something like multi-factor authentication or admin restrictions without going through the proper process, because that control exists for a reason. I'd look for a legitimate faster option instead, like requesting temporary elevated access through the correct approval channel, and let them know realistically how long that would take. If there's no quick legitimate fix, I'd escalate to my supervisor so the decision isn't mine alone to make."

5. What ticketing systems and remote support tools have you used, and how do you keep documentation useful for the next person?

Why they ask

Given the tools listed for this role, like Jira, ServiceNow, TeamViewer and AnyDesk, the panel wants to confirm hands-on familiarity and habits around documentation quality.

How to structure your answer

Give a direct rundown of the tools you've used and what practices you follow, since this is a factual/process question rather than a story.

Example answer

"I've used ServiceNow and Jira for ticket management and TeamViewer and AnyDesk for remote sessions. For documentation, I write resolution notes assuming I'm not the one who'll read them next: what the symptom was, what I checked, what actually fixed it, and any gotchas. If it's a recurring issue I'll turn it into a short knowledge base article so first-line staff can self-serve the fix rather than escalating every time."

6. Where do you see this role taking you, and have you thought about further study or certifications?

Why they ask

Given growth in adjacent roles like systems administration and cyber security, employers often ask this to gauge retention and motivation.

How to structure your answer

Answer specifically: name a realistic direction and connect it to skills you're already building in this role.

Example answer

"I'm interested in moving toward systems administration over the next couple of years, so I've been paying close attention to the Active Directory and network troubleshooting side of my current role rather than just closing tickets quickly. I'm also looking at studying toward a relevant certification in my own time to build on that."