Technical Support Interview

Job Description

- user support on Windows, outlook/email, internet surfing, antivirus and MacOS
- server support on Active Domain, user management
- Office 365 support
- network support on routing, VLAN, proxy
- need outdoor work (Hong Kong, SZ and GZ)
- travelling to GZ at 0725-0924 and return at 1820-2018

Test

Network

- What is the IP address of this computer?
- What is a DHCP server?
- Is this computer using static IP or dynamic IP? If it is dynamic, how to find out the IP of the DHCP server?
- What is DNS server? How to find the IP of the DNS?
- What is a Gateway? How to find the IP of the Gateway?
- What is the difference between a Router and Switch?
- How to setup a VLAN?
- How to setup route in Router?
- What is VPN?

Printing

- There is a network printer, but it could not print suddenly. The printer is function correctly, what could be done to check the problem?
- How could I find out the printer IP?
- Could you find out the user guide of this printer?

Outdoor Record

- How to record?
- Any suggested format?

Languages

Language	Read	Write	Listen	Speak
English				

Language	Read	Write	Listen	Speak
Puntonghua				

Remote Support

- Have you use TeamViewer? Remote Desktop Connection? VNC?

Active Domain

- How to add a new User account?
- How to reset another user password?
- Any login script experience? How to deploy software via logon script?
- Any Group Policy experience? How to deploy software via group policy?

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