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technical support IT helpdesk and system troubleshooting roles Inspired by global standards such as CompTIA A 220 1101 220 1102 and ITIL IT Service Management this book equips you with practical knowledge and problem solving skills that employers value most Inside you ll find 600 comprehensive interview questions and answers across the most essential domains of IT support Hardware Operating Systems troubleshooting desktops laptops printers and OS level issues Windows macOS Linux Networking Basics TCP IP DNS DHCP VPNs and network troubleshooting techniques Cloud Virtualization supporting AWS Azure Google Cloud VMware and containerized environments Security Fundamentals endpoint protection MFA patch management and incident response basics Service Desk ITIL Practices ticketing systems SLA adherence escalation handling and ITIL service lifecycle Software Support application installation updates compatibility issues and SaaS troubleshooting Remote Hybrid Support remote desktop tools collaboration platforms and secure access management Customer Service Excellence communication empathy conflict resolution and documentation best practices Monitoring Automation proactive issue detection scripts for troubleshooting and RMM Remote Monitoring Management tools Career Readiness behavioral questions scenario based problem solving and cultural fit assessments This book is not a certification manual it is a real world interview Q A guide tailored for aspiring and experienced Technical Support Engineers IT Support Specialists Helpdesk Analysts Desktop Support Engineers and Cloud Support Technicians With IT support being the backbone of modern enterprises hiring managers seek candidates who can combine technical troubleshooting expertise with excellent communication and customer service skills These 600 questions and answers are structured to help you

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