MPSG Intern Interview Questions

**General Questions (interviewer #1)**

1. Why do you want to be an intern with LBL?
2. What are your educational goals? Talk about the classes you have taken and the ones you plan to take.
3. How do you approach a problem in decision making when you and other members of a team have different opinions on how to solve a problem?
4. What technical areas do you feel you are weakest in, and have plans to acquire training in?
5. What ways do you keep yourself up to date technically? (other than formal classes).
6. Have you supported customers and if you have do you feel equally at home supporting customers by phone as well as in the field. Do you have a preference?

**Hardware (interviewer #1)**

1. If you wanted to build a computer how would you go about it and what choices would you make for components?
2. What types of expansion slots would you find in a typical PC? What are the main differences between them?
3. Are you familiar with the term “RAID?” What is the difference between raid 5 and raid 6. What raid level would you choose if you wanted mirrored drives?
   a. raid 1 is mirror, raid 5 is stripped with one extra disk, raid 6 is stripped with 2 extra disks w/2 parity blocks)

**Windows Experience (interviewer #2)**

1. Describe your experience with Windows computers (which operating systems have you used and how did you gain the experience)
2. What does the term “registry” refer to?
3. Can you describe situations that would cause a computer to become slow and how would you troubleshoot it?
4. How would you protect a system to make it safe to use on the Internet. (Looking for antivirus, firewall, antispyware, knowledge, etc.)
5. What do you know about Active Directory? What benefit does it provide a company or a user of a windows workstation?
6. Are you familiar with the software used to create an image of a disk and use it to deploy to multiple customers? If so, what product did you use?
7. You’re setting up a new desktop machine for a new user. You’ve just installed a fresh copy of Windows 7 onto a blank hard drive. What are the next steps? (Looking for drivers, patches, software, connect to printer, etc...)
8. What information does the msconfig utility provide? (Looking for startup and services tab. Also shows you the boot.ini and win.ini contents and tools tab where you can see and launch troubleshooting programs.)
9. Have you ever experienced a driver error and, if so, how did you troubleshoot and solve the problem?

**Mac/Linux Experience (interviewer #3)**

Do you have any experience with Linux or Mac systems? (Follow up questions if yes - just ask a few. If they know the basic questions, ask the next one. if not, stop.)

1. Linux/Mac (determine whether to go to basic/intermediate/advanced): What is “syslog” and how is it useful?
2. Linux (Basic): Name a few commands for working with files. (Looking for ls, mv, etc.)
3. Linux (Intermediate): On linux, what command(s) would you use to configure the firewall? (Looking for iptables.)
4. Mac (Basic): How would you create a user account on Mac OS X?
5. Mac (Intermediate 1): What are some things that may happen if you change the login password of another account and then try to use it? (Looking for broken keychain.)
6. Mac (Intermediate 2): Some files or folders have a red circle with a minus sign over them. What can this mean, and what can you do about it? (Looking for familiarity with file system permissions.)
7. Mac (Advanced 1): Where would you look on the computer for information about an application or system error? (Looking for Console.)
8. Mac (Advanced 2): Scenario: You have recently replaced some faulty hardware or otherwise changed its configuration, and now the computer does not appear to boot. You know there isn’t a problem with the hardware, but you do not hear a chime, and might not see any picture. What can you try to get the system to boot again? (Looking for “zap the PRAM” and how to do this.)
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Networking (interviewer #3)

1. Have you ever installed a Windows workstation on a network? Can you tell us what you did? Did you have to set any special settings?
2. What does DHCP provide? (Looking for network address, subnet mask, default gateway.)
3. Describe the differences between a MAC address and an IP address.
4. Have you had any experience setting up a wireless router? Describe the steps needed to configure it.
5. What tools (commands) would you use to diagnose a potential network problem. (Looking for ping, tracert, nslookup.)
6. What does the term DNS mean to you?
7. Do you know what the difference between UDP and TCP is?
8. Do you know what the term ARP refers to? (For candidates who demonstrated more in depth knowledge.)

Desktop applications (interviewer #4)

1. Describe your experience with Microsoft Office.
   a. Excel - what is a pivot table
   b. Word - what is track changes
   c. powerpoint - what are master slides?
   d. Have you ever used the “Developer” options in an Office application?
2. What other desktop software have you used? (Looking for things like email clients, photoshop, open source software, FF, etc)
3. What Web browsers do you use? Can you compare and contrast the ones you use?

Misc (interviewer #4)

1. What experiences do you have with mobile devices and their OSes (Android, iOS)?
2. What experience have you had with any programming language and what were they? (Top: vbscript, python, perl, powershell, batch/cmd/shell scripts) Name a few places to check as a programming reference. (Looking for MSDN, CPAN, etc.)
3. Specific programming questions
   a. What is object oriented programming and how does it differ from functional programming?
   b. Do you know what a regular expression is - if so, provide an example.
      i. ^[A-Za-z]+$ — Only letters.
      ii. ^\w+\d+|\w*|D* — A “word” followed by digits optionally followed by more words, followed by non-digits
      iii. What is a matching group and how is it useful?
   c. What is a “callback function” and when might you use one? What does a callback function look like from a low-level? (Looking for a memory address and call stack — same as any function.)
   d. In the language of your choice, how would you iterate through an array of items?
   e. What is recursion? What is an infinite loop?
4. What is XML?
5. Do you have any experience using any of the Google Applications?
6. Do you know what VPN is and why it would be used?
7. Do you have any experience with Linux or Mac systems?

Resume Questions (all)

Review the resume and see if there are any questions that should be asked based on what was written.