Vervoe Interview Guide
Service Desk Analyst

This interview guide is intended to be used in conjunction with the Vervoe skills assessment. Where a candidate has scored Low - Medium on a skill, focus on asking more questions from that skill to gain deeper insight into their level of competency.

Assessment Score	HIGH MEDIUM LOW
Assessment Skills	Service Desk Analyst, Troubleshooting, Customer Service, Communication Skills.

Competency/Skill	Candidate with this will display
Service Desk Analyst	- Has strong technical and interpersonal skills - Solutions-focused mindset - Works as a team to share knowledge and understand systems
Questions	
	How do you prioritise tickets or requests?
	What tools have you used when supporting team members remotely?
	Describe a time where you have received feedback. What was the feedback and how did you take it?
Comments	

Competency/Skill	Candidate with this will display
Troubleshooting	- Ability to troubleshoot on the spot and find solutions to problems - Builds knowledge to ensure they can effectively troubleshoot new issues
Questions	
	What was the most complex issue you resolved? How did you go about resolving this?
	How would you sole_____? (include a common problem encountered in the role).
	Describe a time where you have solved a problem with outside of the box thinking.
Comments	

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Competency/Skill	Candidate with this will display
Customer Service	● Ensure user queries are captured and attended to ● Communicates in a concise, positive manner to explain issues to the end user
Questions	
	Describe a time where you have managed an angry caller. How did you diffuse this situation?
	Describe a time where you went the extra mile to help a user.
	How do you build rapport with an end user over the phone or via chat?
Comments	

Competency/Skill	Candidate with this will display
Communication skills	● Need to communicate to customers and internally including technical and non-technical people
Questions	
	How would you explain a technical concept to an end-user who has no technical experience?
	Describe a time where your message has been misunderstood. How did you rectify this?
	What is your preferred method of communication?
Comments	

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