

IT Interview Prep

How to prepare for entry-level IT interviews in the UAE, with the questions that come up most.

01 What it is

An entry-level IT interview tests three things: whether you know the basics, whether you can explain them clearly, and whether you are someone the team can trust with users and systems. Preparation means practising answers out loud, not just reading them.

02 Why it matters in a UAE IT job

Hiring managers in the UAE often interview many freshers for few roles. A clear, calm, honest answer beats a long one with buzzwords.

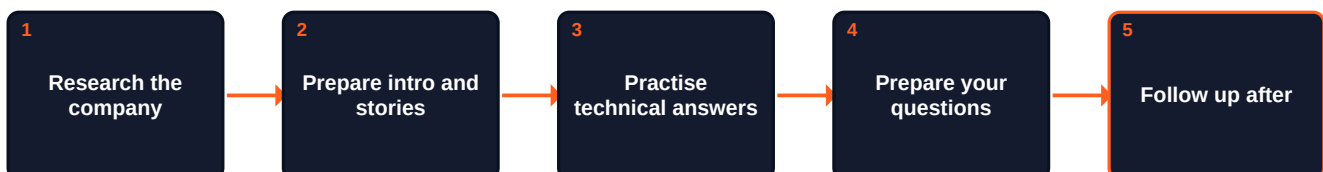
This lesson turns everything in the earlier lessons into stories and answers you can use.

03 Key terms

Term	Meaning
STAR method	Situation, Task, Action, Result. A simple structure for behavioural answers.
Ticket	A record of a user's request or fault in a help desk system.
SLA	Service level agreement. The agreed response and fix times.
Escalation	Passing a problem to a senior or specialist with full notes.
Home lab	Your own practice setup. Proof that you learn by doing.
Certification	Examples: CompTIA A+, Microsoft AZ-900 or MD-102, depending on the role.
CV	Your resume. One or two pages, with measurable results and lab projects.

04 How it works

Prepare four things. First, a 60-second introduction. Second, three lab stories using STAR, for example building a Hyper-V lab. Third, answers to common technical questions. Fourth, three questions of your own for the interviewer. Practise out loud and time yourself. If you do not know something, say how you would find it out.



Preparation works better than last-minute cramming.

05 Hands-on lab

Goal: build your own interview pack in one document. Use real details from your own learning and labs. Never include a previous or current employer's confidential information.

Step 1. Write a 60-second introduction: who you are, what you have studied or built, and what role you want.

- Keep it to four parts: who you are, what you have built or studied, what you want, and why this role.
- Read it aloud and time it. It should take about 60 seconds.
- Remove anything that is not relevant to the job.

Step 2. Write three STAR stories from labs or study, for example creating a VM, fixing a network problem, or helping a friend.

- Write each story with Situation, Task, Action and Result on separate lines.
- Use real details from your own labs or study, with numbers where you can.
- Include one story about something that went wrong and what you learned.

Step 3. Pick ten questions from the lessons in this series and write short answers in your own words.

- Answer in two or three sentences, as you would speak.
- Prefer the questions from the lessons you struggled with.
- Check your answers against Microsoft Learn or vendor documentation.

Step 4. Record yourself answering three of them and listen back for filler words and speed.

- Record on your phone and listen once without looking at your notes.
- Count filler words such as 'um' and 'like' and aim to reduce them.
- Check pace, volume and whether you finished each answer clearly.

Step 5. Write three questions for the interviewer, such as team size, tools used and training support.

- Ask about the team, daily tools, training and how success is measured in the first 90 days.
- Do not ask about salary in a first interview unless they raise it.
- Write the questions on paper to take with you.

Step 6. Update your CV with a Home Lab section listing tools, tasks and results.

- List tools, tasks and results, for example 'Built a two-VM Hyper-V lab and configured a domain'.
- Keep it to four or five lines and avoid claiming anything you cannot demonstrate.
- Add links to your lab write-ups or PDFs if you have them.

06 Common mistakes

- Memorising answers word for word and sounding robotic.
- Claiming skills you do not have. A follow-up question will expose it.
- Having no questions for the interviewer.
- Speaking badly about a previous employer.
- Arriving late or unprepared for an online interview with no tested camera and microphone.

07 Five interview questions

1. Tell me about yourself.

Give a 60-second summary: background, key skills and projects, and why this role. Keep it relevant.

2. Describe a technical problem you solved.

Use STAR: describe the situation, your task, the steps you took and the result. A home lab story is fine.

3. What would you do if a user cannot log in?

Confirm the symptom and account, check lockout or password expiry, check network and the service, fix or reset, confirm with the user and document the ticket.

4. What do you do when you do not know the answer?

Say so honestly, explain how you would research it, and check with a colleague or documentation.

5. Why do you want to work here?

Link the company's work and your skills and goals. Show that you researched them.

08 Check yourself

1. What does STAR stand for?

- a) Start, Test, Approve, Release
- b) Situation, Task, Action, Result
- c) Skill, Time, Answer, Review

2. What should you do if you do not know an answer?

- a) Guess confidently
- b) Change the subject
- c) Be honest and explain how you would find out

3. How long should your introduction be?

- a) About 60 seconds
- b) 10 minutes
- c) 5 seconds

4. Should you ask questions at the end?

- a) No
- b) Only about salary
- c) Yes

5. Best proof of hands-on skill?

- a) A long CV
- b) A home lab
- c) A new shirt

Answer key: 1-b, 2-c, 3-a, 4-c, 5-b

Take the full free skill quiz at uaeitguy.com/quiz. Next lesson: Back to the learning library.