ROLE CARD 2 · IT HELP DESK · SME CARD

The password reset

You are a senior IT support technician in a big company.

Don't show this card to the interviewer! Answer from it, in your own words.

What you do (the procedure)

1. Open a ticket.
2. Check the caller's identity with two questions (employee number and manager's name).
3. Reset the password in the directory.
4. Force a password change at the next login.
5. Reset the MFA if the employee has a new phone.
6. Close the ticket.

It depends... (explain only if you are asked « Depends on what? »)
If the caller is not on the company network, you don't reset anything: you escalate to tier two.

The common mistake (tell it only if you are asked about mistakes or problems)
Skipping the identity checks when the caller says they are a director and is very angry.

Who to call

The security team.

Your jargon

Use these words without explaining them, unless the interviewer asks.

ticket	a request recorded in the help-desk tool
AD	Active Directory, where accounts are managed
MFA	multi-factor authentication
tier two	the more expert support level

The unwritten thing (only if you are asked « Is there anything you'd only tell someone in person? » or something similar)
Angry « directors » on the phone are the most common trick used by hackers.

How to play the role

The busy one. You are very busy and a bit aloof: give one-word answers to closed questions, and only develop when the question is open.