



(Rev. 01/03/11)



## **Client Services**

### **Student Employee Application**

#### **Position: *Computer Support Technician***

#### **STUDENT EMPLOYMENT OPPORTUNITY:**

EMPLOYER: Computing and Communications  
HRS/WK: 12 to 19 hrs/week; up to 40 hrs/week may be available during breaks  
BEGINS: Beginning of each quarter  
ENDS: End of each quarter – or through the Academic year.  
LOCATION: Client Services - Library Building, 1<sup>st</sup> Floor, Room 1806  
PAY: Starting pay, \$9.07 an hour  
CONTACT: Gary Ohlinger, Student Supervisor, Library 1821  
Telephone: (360) 867- 6407 E-mail address: [ohlingeg@evergreen.edu](mailto:ohlingeg@evergreen.edu)

#### **JOB REQUIREMENTS:**

Enjoy working with computers and solving problems  
Enjoy working with people and working in a team environment  
Enjoy learning new concepts, skills and communication techniques

#### **PRIMARY DUTIES:**

You will be working under the direct supervision of the Computer Support Help Desk Coordinator. Primary duties include, but not limited to: telephone support, email and on-site support, answer calls and messages from customers, making entries in our call-tracking system, resolving or escalate calls, troubleshooting PC and Macintosh computers, assisting customers, answering questions, resolving routine hardware and software problems, troubleshooting operating system and network problems, setting-up equipment, re-imaging computers and installing new computers.

#### **SKILLS/ABILITIES:**

- Familiarity with common PC applications and Windows Desktop Operating Systems.
- Basic familiarity with computer troubleshooting processes.
- Good problem solving skills.
- Basic familiarity with computer hardware installation and configuration.
- Good interpersonal skills.
- Good oral and written communication skills.
- Ability to follow directions.
- Ability to lift computer equipment up to 40lbs.
- Works well in a team environment as well as independently.
- Completes assigned projects on time and is thorough.
- Good organizational skills.
- Familiarity with Mac OS X is essential.
- Physical abilities like bending, lifting, reaching and pulling cables

#### ***Important:***

- Hiring is dependent on days and times you are available for work
- Students are limited to 19 hour a week while enrolled in school



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**STUDENT / PART-TIME EMPLOYMENT APPLICATION**

Position: **Computer Support Technician** Date: \_\_\_\_\_

Name: \_\_\_\_\_  
(Legal name)

Day Time Phone #: \_\_\_\_\_ Secondary Phone #: \_\_\_\_\_

Address: \_\_\_\_\_  
(Street, city, state, zip code)

E-Mail Address: \_\_\_\_\_

**Evergreen Student ID Number**

Student ID #: \_\_\_\_\_

No. of Years at TESC: \_\_\_\_\_ Credits earned: \_\_\_\_\_ Expected grad. date: \_\_\_\_\_

Last Qtr enrolled at TESC: \_\_\_\_\_ No. of credits: \_\_\_\_\_ Program: \_\_\_\_\_

Next Qtr enrolled: \_\_\_\_\_ No. of credits: \_\_\_\_\_ Program: \_\_\_\_\_

Number of hours you can work per week: \_\_\_\_\_  
(Students are limited to a 19 hour a workweek while enrolled in school)  
(Hours of operation: 8:00 AM – 5:00 PM M-F)

Anticipated Days/Time you are available to work this quarter:  
(Average student workweek: 12 to 19 hrs/week)

| Day of week | Hours Available to work |
|-------------|-------------------------|
| Mondays     |                         |
| Tuesdays    |                         |
| Wednesdays  |                         |
| Thursdays   |                         |
| Fridays     |                         |



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**Employment Information / Experience:**

(a) Education:

(b) Work experience:

(c) Experience with computers:

(d) Customer skills you can bring to our organization:

(e) Describe any experience you have working in a team, organizations, or clubs:

(f) Skills you have acquired assisting customers; answering questions, and phone etiquette:

(h) List two References: (Name, Address and Current Phone Number)



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## PROFICIENCIES

1= no knowledge

2= have used

3= average user level

4= above average knowledge

5= very knowledgeable

### DESKTOP OPERATING SYSTEMS

|               |   |   |   |   |   |
|---------------|---|---|---|---|---|
| Windows 7     | 1 | 2 | 3 | 4 | 5 |
| Windows Vista | 1 | 2 | 3 | 4 | 5 |
| Windows XP    | 1 | 2 | 3 | 4 | 5 |
| MS or PC DOS  | 1 | 2 | 3 | 4 | 5 |
| Mac OS X      | 1 | 2 | 3 | 4 | 5 |

### OFFICE APPLICATIONS

#### *Microsoft Office 2003 and 2007*

|             |   |   |   |   |   |
|-------------|---|---|---|---|---|
| Word        | 1 | 2 | 3 | 4 | 5 |
| Excel       | 1 | 2 | 3 | 4 | 5 |
| Power Point | 1 | 2 | 3 | 4 | 5 |
| Access      | 1 | 2 | 3 | 4 | 5 |
| Outlook     | 1 | 2 | 3 | 4 | 5 |

#### *Windows Applications*

|  |   |   |   |   |   |
|--|---|---|---|---|---|
| Internet Explorer (version 6 and up)     | 1 | 2 | 3 | 4 | 5 |
| Other Browsers Like: Netscape / Fire Fox | 1 | 2 | 3 | 4 | 5 |
| Antivirus Programs                       | 1 | 2 | 3 | 4 | 5 |
| Spyware Programs                         | 1 | 2 | 3 | 4 | 5 |
| Print queue and printer setup            | 1 | 2 | 3 | 4 | 5 |

#### **OS X**

|                    |   |   |   |   |   |
|--------------------|---|---|---|---|---|
| Entourage          | 1 | 2 | 3 | 4 | 5 |
| Mac Mail           | 1 | 2 | 3 | 4 | 5 |
| Safari             | 1 | 2 | 3 | 4 | 5 |
| Office 2004 / 2008 | 1 | 2 | 3 | 4 | 5 |



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**CONFIGURING, INSTALLATION AND REPAIR:**

**MAC AND WINDOWS**

|   |   |   |   |   |   |
|---|---|---|---|---|---|
| Hardware Installation and Setup         | 1 | 2 | 3 | 4 | 5 |
| Software Installation and Configuration | 1 | 2 | 3 | 4 | 5 |
| Installing and Updating Drivers         | 1 | 2 | 3 | 4 | 5 |
| Disk Imaging Tools                      | 1 | 2 | 3 | 4 | 5 |
| Troubleshooting Hardware                | 1 | 2 | 3 | 4 | 5 |
| Troubleshooting Software                | 1 | 2 | 3 | 4 | 5 |
| Experience with Diagnostic Software     | 1 | 2 | 3 | 4 | 5 |
| Network Configuration                   | 1 | 2 | 3 | 4 | 5 |
| Wireless Configuration                  | 1 | 2 | 3 | 4 | 5 |
| Printer Setup and Configuration         | 1 | 2 | 3 | 4 | 5 |
| Peripheral Setup and Configuration      | 1 | 2 | 3 | 4 | 5 |
| Troubleshooting Viruses and Malware     | 1 | 2 | 3 | 4 | 5 |

**Now What?**

Job openings for *Computer Support Technician* are posted at Student Employment Office located here on campus. To be considered for employment, this application must be filled out completely and turned in to Client Services, (Library Building, Room 1806, 1<sup>st</sup> Floor). We will also accept applications via email, but must be addressed to the student supervisor listed below.

When an opening becomes available, we will notify the Student Employment Office of the opening and review all applications. If you are selected as a possible candidate, someone from our office will contact you to schedule a time and date for an interview. After we have made our selection, you will be notified you by phone or mail.

Concerns about the hiring process should be taken up with Student Employment Office. Questions about the job or duties related to this position should be addressed with Client Services. Thank you for you considering Client Services as a possible employer.

Gary Ohlinger  
Client Services  
Student Supervisor  
(360) 867-6407  
[ohlingeg@evergreen.edu](mailto:ohlingeg@evergreen.edu)

*Additional information about Client Services can be viewed at:  
[www.evergreen.edu/support](http://www.evergreen.edu/support)*