EVERGREEN
THE EVERGREEN STATE COLLEGE

Client Services
Student Employee Application
Position: *Computer Support Technician*

STUDENT EMPLOYMENT OPPORTUNITY:

EMPLOYER: Computing and Communications
HRS/WK: 10 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, 1st Floor, Room 1806
PAY: Starting pay, $9.19 an hour
CONTACT: Mark Holm, Student Supervisor, Library 1806
Telephone: (360) 867- 6627 E-mail address: *holmm@evergreen.edu*

JOB REQUIREMENTS:
Strong interpersonal skills
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 Coordinators. 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.

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

EVERGREEN
THE EVERGREEN STATE COLLEGE

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	

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)

EVERGREEN
THE EVERGREEN STATE COLLEGE

PROFICIENCIES
Mark on the bar your skill level

no knowledge |—————————————————| very knowledgeable

DESKTOP OPERATING SYSTEMS

Windows 7 |—————————————|

Windows XP |—————————————|

Mac OS X |—————————————|

OFFICE APPLICATIONS

Microsoft Office 2007 and 2010

Word |—————————————|

Excel |—————————————|

Power Point |—————————————|

Access |—————————————|

Outlook |—————————————|

Windows Applications

Internet Explorer (version 6 and up) |—————————————|

Other Browsers Like: Chrome / Fire Fox |—————————————|

Antivirus Programs |—————————————|

Spyware Programs |—————————————|

Print queue and printer setup |—————————————|

OS X

Entourage |—————————————|

Mac Mail |—————————————|

Safari |—————————————|

Office 2004 / 2008 / 2011 |—————————————|

EVERGREEN
THE EVERGREEN STATE COLLEGE

CONFIGURING, INSTALLATION AND REPAIR: MAC AND WINDOWS

Software Installation and Configuration

Installing and Updating Drivers

Disk Imaging Tools

Troubleshooting Hardware

Troubleshooting Software

Experience with Diagnostic Software

Wireless Configuration

Printer Setup and Configuration

Peripheral Setup and Configuration

Troubleshooting Viruses and Malware

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, 1st 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.

Mark Holm
Client Services
Student Supervisor
(360) 867-6627
holmm@evergreen.edu

Additional information about Client Services can be viewed at:
www.evergreen.edu/support