

IT Support Services Supplemental Questions



Please provide a printed or typed response to each of the following:

NAME: _____ DATE: _____

MAJOR: _____ EXPECTED GRAD DATE: _____

POSITION APPLYING FOR: _____

NUMBER OF HOURS PER WEEK YOU PREFER TO WORK (20 hrs. max.) _____

HAVE YOU APPLIED AND RECEIVED WORK STUDY? Yes No

IN CASE OF AN EMERGENCY NOTIFY: _____

RELATIONSHIP: _____

PHONE #: _____

PERMANENT ADDRESS: _____

| | |
|---------------------|-------|
| FOR OFFICE USE ONLY | |
| Received: | _____ |
| Interview: | _____ |
| Employed: | _____ |

1. Please rate your knowledge level in the areas below according to the following scale:

- 5 = very proficient
- 4 = good working knowledge
- 3 = reasonable familiarity, but don't use it much
- 2 = know a little, but not much
- 1 = no exposure

Circle your level of experience:

| | | | |
|------------------------|-----------|--------------------|-----------|
| MS Word | 1 2 3 4 5 | Windows 10 | 1 2 3 4 5 |
| MS Excel | 1 2 3 4 5 | Windows 8 | 1 2 3 4 5 |
| MS PowerPoint | 1 2 3 4 5 | Windows 7 | 1 2 3 4 5 |
| MS Outlook | 1 2 3 4 5 | Mac OS X | 1 2 3 4 5 |
| Photoshop | 1 2 3 4 5 | Networking | 1 2 3 4 5 |
| Web Browsers | 1 2 3 4 5 | Wireless | 1 2 3 4 5 |
| Anti-Virus / Malware | 1 2 3 4 5 | Telnet/SSH | 1 2 3 4 5 |
| Google Apps | 1 2 3 4 5 | FTP/SFTP/SCP | 1 2 3 4 5 |
| HTML / CSS | 1 2 3 4 5 | PC hardware | 1 2 3 4 5 |
| Databases | 1 2 3 4 5 | Mac hardware | 1 2 3 4 5 |
| Critical Thinking | 1 2 3 4 5 | Problem Solving | 1 2 3 4 5 |
| Teamwork/Collaboration | 1 2 3 4 5 | Professionalism | 1 2 3 4 5 |
| Work Ethic | 1 2 3 4 5 | Oral Communication | 1 2 3 4 5 |
| Written Communication | 1 2 3 4 5 | | |

2. Do you own a computer? No Yes → PC Mac

3. If you answered yes to #2 above, how do you connect to the Internet using your computer?

DSL Cable Campus Wi-Fi Public Hot-Spot

4. Please write a paragraph below describing your experience with computers and software, how you use them, any work physically you've done on them, any issues you ever resolved for yourself or others – be as detailed as you can. Also include what you enjoy about using computers.

5. Please describe your customer service experience.

Indicate below your preferred and unavailable hours.

P = Preferred

X = Unavailable

Name: _____

Semester: _____

| | SUN | MON | TUE | WED | THU | FRI | SAT |
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