



(Rev. 08/08/08)

Technical Support 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 semester quarter
ENDS: End of each semester quarter – or through the Academic year.
LOCATION: Technical Support Services - Library 1806
PAY: Starting pay, \$9.07 an hour, raises are also available for length of employment
CONTACT: Gary Ohlinger, Student Supervisor, Library 1821
Telephone: (360) 867- 6407 E-mail address: ohlinge@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 beneficial.
- Ability to climb ladders, bend, reach and pull for assisting cable installation

Important:

- Hiring is dependent on days and times you are available to 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: _____

Social Security Number or Student ID Number is required

Social Security #: _____

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: _____

Anticipated Days/Time you are available to work this quarter:

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



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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 Vista	1	2	3	4	5
Windows XP	1	2	3	4	5
Windows 2000	1	2	3	4	5
MS or PC DOS	1	2	3	4	5
Mac OS X	1	2	3	4	5

APPLICATIONS

Microsoft Office

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

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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NETWORKING, INSTALLATION AND REPAIR

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	1	2	3	4	5
Troubleshooting Hardware	1	2	3	4	5
Troubleshooting Software	1	2	3	4	5
Diagnostic Software	1	2	3	4	5
Network Configuration	1	2	3	4	5
Documentation Skills	1	2	3	4	5
Printer Setup and Configuration	1	2	3	4	5
Peripheral Setup and Configuration	1	2	3	4	5
PPP/Dial-In (Modem Configuration)	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 Technical Support Services, (Library 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 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 Technical Support Services. Thank you for you considering Technical Support Services as a possible employer.

Gary Ohlinger
Technical Support Services
Student Supervisor
(360) 867-6407
gohlinge@evergreen.edu

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