

# Student Technology Consultant

Student Technology Consultants provide first level technical information and assistance for students, faculty, staff and alumni on classroom and office hardware and software and on student's personal computers. Information Technology is especially looking for individuals who have:

- Excellent customer service skills.
- Outstanding verbal and written communications skills.
- Basic knowledge of Windows and Mac operating systems, and MS Office software.
- Ability to triage, troubleshoot and assist with both computer and audio visual equipment on campus.

Successful candidates will be self starters, who are detail oriented and have the ability to work in a fast paced, rapidly changing environment. They will work in a variety situations on any given day including servicing computer labs and classrooms, assisting with campus events and video recording/editing and equipment assistance, assisting faculty, staff and students with their technology needs, troubleshooting issues on Macs and PC's, and developing documentation, web pages and self-help materials for the Le Moyne community.

Positions are currently available in a number of areas within Information Technology including the Helpdesk, Classroom Services, Systems Administration, Web Services, and the Information Technology Office depending on skills and qualifications of the candidate.

Students offered positions will be required to commit to up to 5 days of paid training the week of August 23—27 prior to the start of the semester. In addition ongoing paid training will take place over the course of the academic year and just prior to the start of Spring Semester.

Hours— 8-12 per week

Starting Pay Rate: \$7.25

# Student Technology Consultant Application

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## Applicant Information

Last Name:

First Name:

Middle Initial

Campus Address:

Cell Phone

Campus Phone

Permanent Address

City

State

Zip

Home Phone

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## Activities and Experiences

Anticipated Major:

Anticipated Graduation Date

Please list all Campus activities/Sports

Please list all Special Interests/Hobbies:

Please list all Previous work Experiences

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Please provide any references that you may have

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<b>Skills Self Assessment</b>	Don't Know	Weak	Average	Strong	Expert (I can Teach this)
<b><i>Operating Systems</i></b>					
Windows XP	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Windows Vista	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Windows 7	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mac OSX	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b><i>Microsoft Office</i></b>					
Word	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Excel	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
PowerPoint	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Publisher	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Access	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Outlook	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b><i>Graphic and Multimedia Software</i></b>					
Adobe Photoshop	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Adobe Fireworks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Adobe Flash	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Adobe In-Design	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Adobe Illustrator14	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Adobe Dreamweaver	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Final Cut	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Windows Moviemaker	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b><i>Statistics and Database Software</i></b>					
SCA	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
SPSS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
SAS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b><i>Programming Languages</i></b>					
Basic	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C++	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HTML	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
JavaScript	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Java	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Perl	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Visual Basic	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b><i>Peripherals</i></b>					
Scanners	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Digital cameras	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Handhelds/Smartphones	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

What do you know about Information Technology and the Help Desk?

Why do you want to work for IT?

What do you consider your biggest accomplishment?

What do you consider your biggest failure?

What did you learn from these experiences?

Please tell me about your technical background and experience?

What experience (if any) have you had with Macs and the programs that run on them?

How do you find your computer's IP address in Windows? On a Mac?

Do you have any experience with viruses or spyware removal? What did you do?

Please tell us about your customer service experience?

Given a choice...would you enjoy interacting with people and taking service related calls or working behind the scenes on technical issues? Why?

Describe in detail how you would make a peanut butter and jelly sandwich.