

# Student Computer Help Desk Application for Employment

Position(s) for which you would like to be considered

**Resident Network Assistant/Technology Monitor** \_\_\_\_ **Technology Monitor** \_\_\_\_\_

<b>Personal</b>	Name _____ SRU User ID _____ Current Address _____ Current Phone _____ _____ Fall Address _____ Summer/Home Phone _____ _____
<b>SRU Information</b>	Current Class Standing    Fr    So    Jr    Sr    Graduate    Post Bacc Major Field of Study _____ QPA _____ Minor Field of Study _____ Extracurricular Activities: _____ _____
<b>Employment</b>	Are you currently employed on campus?    ____ Yes    ____ No If yes, where? _____ Number of hours per week _____ Employment History: (include both on and off-campus positions) Employer _____ Position _____ Supervisor _____ Employed from _____ to _____ Employer _____ Position _____ Supervisor _____ Employed from _____ to _____ Employer _____ Position _____ Supervisor _____ Employed from _____ to _____ Briefly explain any work experience you have that would relate to the position(s) for which you are applying: _____ _____ _____ _____

List the operating systems and software with which you are familiar (include e-mail, virus protection, word processing, spreadsheets, etc.)

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What technology based classes, training, or experience do you have which would help you fulfill the position(s) for which you are applying?

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What strengths, characteristics or non-technical experiences do you believe you possess which would benefit you in the position(s) for which you are applying?

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**Reference:**

Name: \_\_\_\_\_ Phone \_\_\_\_\_ Department: \_\_\_\_\_

**Note: All applicants must submit the attached reference form completed by an SRU supervisor, faculty member, or full-time staff member by April 10, 2009.**

I have read and fully understand the attached job descriptions and would like to be considered for the positions I have indicated.

Student Signature \_\_\_\_\_ Date \_\_\_\_\_

**All applications are due Friday, April 10, 2009  
Return Completed Applications to the Student Computer Help Desk, Watson Hall**

# STUDENT COMPUTER HELP DESK REFERENCE FORM

## Slippery Rock University

### Fall 2009

Name of Candidate: \_\_\_\_\_

Position Sought: Resident Network Assistant \_\_\_\_\_ Technology Monitor \_\_\_\_\_

#### Reference Information:

Name: \_\_\_\_\_ Position: \_\_\_\_\_

Department: \_\_\_\_\_ Telephone Number: \_\_\_\_\_

Relationship to candidate: \_\_\_\_\_

The above person is applying for a position at the Student Computer Help Desk and is requesting that you provide a reference. The following is a brief description of the positions' responsibilities. Please rate the candidate according to the topics listed.

**NOTE: Please return this form to Carol Rissmiller, 190 Watson Hall, by April 10, 2009**

#### POSITION DESCRIPTIONS:

**Resident Network Assistant:** Individual needs basic technical skills, interpersonal skills, and the ability to work independently. Primary responsibilities include providing network configuration assistance to students on their personal computers in order to connect to Resnet, providing assistance in utilizing campus technology (e-mail, Citrix, network drives, McAfee, Blackboard), assisting students with virus/malware issues, researching current technology issues in order to resolve connectivity/virus issues, and developing informational training which may help students in their use of technology.

**Technology Monitor:** Individual needs basic technical skills, interpersonal skills, and the ability to work independently. Primary responsibilities include completing daily inspections of labs, printers, laptop carts and classroom consoles for proper functionality, communicating known issues to residence hall staff as well as the Student Computer Help Desk, and maintaining printing supplies.

These positions call for a person with a high level of maturity and flexibility. This individual must have excellent communication skills since he/she will be dealing with individuals who are not necessarily comfortable with technical explanations.

EVALUATION:

1. RESPONSIBILITY: The degree that this person is dependable, prompt, accurate, and conscientious.
  - Completely dependable, would do an excellent job
  - Could do routine work well under supervision
  - Could be a hard worker if interested
  - Avoids responsibility, seems satisfied just to get by
  - No chance to observe
  
2. DECISION MAKING: The degree to which this person is capable of making effective, sound decisions.
  - Has a fairly sound basis for making decisions, usually is wise and asks advice of others
  - Makes decisions hastily, does not often consult others in process
  - Irrational, makes decisions based on emotions, or independently of others
  - No chance to observe
  
3. COMMUNICATION: The ability of the candidate to understand questions, grasp new ideas, and express his/her thoughts verbally.
  - Exceptional ability to think reflectively, unusual ability for clear expression
  - Could grasp problems and ideas readily, better than average expression
  - Seems somewhat slow in grasping problems/ideas, speaks with average clarity
  - Poor response to questions, oral expression confusing
  - No chance to observe
  
4. INITIATIVE: How this person approaches new situations/sets goals for him/herself.
  - Entirely self-motivating
  - Needs occasional stimulation
  - Capable of routine work only
  - Depends solely on others
  - No chance to observe
  
5. COOPERATIVENESS: Attitude and ability to work with others. Receptiveness to suggestions/criticism.
  - Works well with others, very adaptable
  - Works satisfactorily with others
  - Not a team worker, would cause group conflict
  - No chance to observe

ADDITIONAL COMMENTS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Would you hire this person? Yes \_\_\_\_\_ No \_\_\_\_\_ With Reservations \_\_\_\_\_

Reference Signature \_\_\_\_\_ Date \_\_\_\_\_