



Application for Student Employment

Buff Techs

Office of Information Technology
University of Colorado Boulder



Instructions

Thanks for your interest in a position within **Buff Techs** – the walk-in support arm of the Office of Information Technology. If you have not already, please review our services on the [OIT website](#).

We welcome applications from anyone interested, with all levels of experience, technical ability, and background. Applicants **do not** need to have previous experience in a computer-related field, however strong focus on customer service and a desire to learn is critical. Previous experience in a technical field is also helpful.

Please complete this application to the best of your ability, and most importantly, answer all questions **honestly** and **thoroughly**. When you are finished, send a copy of this application to the Buff Techs supervisor, [Shane Kroening](#), along with a resume and anything else you would like to provide. We typically begin interviewing after the beginning of each semester.

Thanks for your application!



Job Description

Student Computer Support Technician

Primary job duties include providing in-person, hands-on technical assistance to faculty, staff, and students on PC, Mac, and mobile platforms. This includes support for devices running Windows 7/8/10, macOS 10.9 – 10.13, Android, and iOS. Typical requests include: virus/spyware remediation, email setup/transfer, printer setup, driver installation, software installation/uninstallation, OS reinstallation/setup, internet connection troubleshooting, OS boot failure recovery, and basic data recovery.

Additionally, technicians provide support for many OIT-provided services, such as identity and access management, learning management systems, messaging, network and internet services, voice communications, and more.

The ideal candidate has experience troubleshooting a full range of computer problems, whether in a professional capacity, as a hobbyist, or for family members and friends. In addition, technicians at OIT interact with faculty, staff, and students on a daily basis, and strong interpersonal skills are necessary to ensure a high level of customer service. Candidates should come prepared to discuss a range of hypothetical situations from technical to customer service related issues.

Buff Techs provides ongoing technical and customer support training, flexible hours, and a great working environment in one of our three on campus locations. By working here, you will be part of a critical team making a difference for tens of thousands of computer users on the CU Boulder campus.



Minimum Qualifications

- You **must** be currently enrolled at CU Boulder with at least 6 credit hours during the current fall/spring semester to be eligible for this position
 - While we are open for the summer, you are allowed to continue working, so long as you are still a student
- Customer service skills
- Desire to learn new and challenging technical skills

Useful Qualifications

- Will not graduate for 2+ years
- Experience resolving computer problems
- Familiarity with mobile device platforms and resolving associated problems

Work Schedule

- Flexible hours Monday through Friday
- Some evening hours available
- Some Sunday hours available
- 15-25 hours/week during fall and spring. Limited hours available in summer (off-season)

Pay and Benefits

- Starting pay is \$11.00
- Raise after training completion within 3 months of hire
- Significant raises each semester up to a maximum of \$15.00/hour
- Potential for advancement into Team Lead position that earns up to \$17.00/hour



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Personal Information

Full Name

Street Address

City	State	ZIP	Phone
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CU Boulder IdentKey	Student ID	Date
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Are you an undergraduate student? <input type="checkbox"/> Yes <input type="checkbox"/> No	Are you a Colorado resident? <input type="checkbox"/> Yes <input type="checkbox"/> No
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Are you eligible to work in the US? <input type="checkbox"/> Yes <input type="checkbox"/> No	Have you ever been convicted of a felony? <input type="checkbox"/> Yes <input type="checkbox"/> No
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Do you have a work-study award? <input type="checkbox"/> Yes <input type="checkbox"/> No	If so, how much?
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How many credit hours are you taking at CU?	When are you available to start?
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How many hours would you like to work during the academic year, while under a full course load?

How did you hear about this position?

Education

Year in School <input type="checkbox"/> Freshman <input type="checkbox"/> Sophomore <input type="checkbox"/> Junior <input type="checkbox"/> Senior <input type="checkbox"/> Other	Other (Explain)
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Major	Minor	Expected Graduation Date
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Have you taken computer-oriented classes/courses? If so, please list them below.

Employment History and Work Experience

Please attach a resume with your work experience and associated skills.

Are you currently working for another department at CU Boulder? <input type="checkbox"/> Yes <input type="checkbox"/> No	Who?
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Technical Background

How did you acquire your knowledge of computers?

What skills or experience do you have that would be helpful, or otherwise qualify you, as a desktop support technician?

Rate your knowledge in the following areas on a scale from 1 to 6, where 1 represents "I have never used it, or I don't know what it is", and 6 represents "I wrote the book on it and I know everything there is to know about it. **Please ask ridiculously hard questions to mercilessly test my knowledge in the interview.**"

		Macintosh	
Windows 7		macOS X 10.11 (Yosemite) or earlier	
Windows 8 / 8.1		macOS X 10.12 (Siera) or later	
Windows 10		System Preferences	
Windows Server (All Editions)		Printer Setup	
Device Manager		Configuring Wireless/Ethernet	
Local Users & Groups		Hardware (Installing Memory, HDDs, Etc.)	
Event Viewer		Terminal (Unix Commands/Navigation)	
Printer Setup		Accessibility Features	
Configuring Wireless/Ethernet		Virus/Spyware Removal	
Command Prompt (DOS Commands)		Mac Mail	
Hardware (Installing Memory, HDDs, Etc.)		Miscellaneous	
Virus/Spyware Removal		Microsoft Exchange	
Microsoft Outlook		Router/Network Configuration (DHCP, Etc.)	
Microsoft Office 365		Data Recovery	



Customer Service and Technical Knowledge

Why do you feel you could excel here?

Can you give an example of a time when a customer was being unreasonable or irate? Describe what the situation was and how you handled it.

Give an example of a time when you encountered an unknown computer problem and what steps you took to resolve the problem.

Assume a customer has come in with an issue that you are unequipped or unable to help with. How would you inform the customer of this, and what options could you offer for further help?

Briefly explain the differences between solid state and hard disk drives. Explain why upgrading from an HDD to an SSD is a good idea, as if you were talking to a customer.

Explain a VPN in your own terms, and then explain what it can be used for.

A customer needs to create a new, secure password for an online service. How do you advise the customer?

What is a SMC/PRAM/NVRAM reset and why would you use it?



Conduct

As a condition of your employment for the Office of Information Technology, you are required to submit to a criminal background check. Do you consent to this background check? Yes No

Please note that all employees are required to self-disclose post-employment criminal convictions or felony charges filed against them within three business days of the conviction or felony charge to the [Human Resources Background Check Coordinator](#). Employees with driving responsibilities are also required to self-disclose suspension or revocation of a driver's license within three business days. Employees failing to self-disclose may be subject to disciplinary action, up to and including termination. Your signature on this application represents your agreement to comply with this self-disclosure requirement.

Affidavit

By signing below, I certify that the answers and statements provided on this application are true and correct without consequential omissions of any kind. If hired, I am willing to abide by the policies and procedures of the University of Colorado Boulder and the Office of Information Technology.

Signature

Date

Additional Comments

Extra Credit: What is the mistake on this application?

