Application for Student Employment

General Desktop Support

Office of Information Technology

University of Colorado Boulder

# Personal Information

Name (first & last): Click here to enter text.

Address Line 1: Click here to enter text.

Address Line 2: Click here to enter text.

Telephone: Click here to enter text.

University of Colorado Email Address: Click here to enter text.

University of Colorado Identikey User Name: Click here to enter text.

Are you eligible to work in the US? Choose an item.

Have you ever been convicted of a felony? Choose an item.

Year in School: Choose an item.

Major: Click here to enter text.

Expected Graduation Date: Click here to enter a date.

Earliest Available Start Date for Employment: Click here to enter a date.

Date of Application: Click here to enter a date.

**How did you hear about this position?**

Click here to enter text.

# Work Study Status

Have you been awarded Work Study? Choose an item.

If so, how much is your award? Click here to enter text.

# Employment History

**Please attach a resume with your work experience.**

# Technical Background

**How did you acquire your knowledge of computers?**

Click here to enter text.

**Have you taken computer-oriented classes? If so, please list them below.**

|  |  |  |
| --- | --- | --- |
| Click here to enter text. |  |  |

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

Click here to enter text. - Apple Macintosh OS X 10.8 or later

Click here to enter text. - System Preferences

Click here to enter text. - Printer Setup

Click here to enter text. - Configuring Wireless

Click here to enter text. - Configuring Ethernet

Click here to enter text. - Hardware (Installing Memory, Cards, Hard Drives, etc.)

Click here to enter text. - Terminal

Click here to enter text. - Managing Plist files

Click here to enter text. - Virus/Spyware Removal

Click here to enter text. - Mac Mail

PC

Click here to enter text. - Windows 8, Windows 8.1

Click here to enter text. - Windows 7, Windows Vista

Click here to enter text. - Windows Server 2003/2008/2008R2/2012R2

Click here to enter text. - Device Manager

Click here to enter text. - Local Users & Groups

Click here to enter text. - Event Viewer

Click here to enter text. - Printer Setup

Click here to enter text. - Configuring Wireless

Click here to enter text. - Configuring Ethernet

Click here to enter text. - Hardware (Installing Memory, Cards, Hard Drives, etc.)

Click here to enter text. - Virus/Spyware Removal

Click here to enter text. - Outlook

Misc

Click here to enter text. - Microsoft Exchange

Click here to enter text. - Router Configuration

Click here to enter text. - Data Recovery

# Technical Knowledge & Customer Service

**Please list any other skills or experience that you feel would be helpful or qualify you as a desktop support technician:**

Click here to enter text.

**Why do you feel you could excel here?**

Click here to enter text.

**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.**

Click here to enter text.

**Can you give an example of a time when you encountered an unknown computer problem and what steps you took to resolve the problem?**

Click here to enter text.

**Briefly explain the differences between solid state and hard disk drives.**

Click here to enter text.

**What is the purpose of a VPN?**

Click here to enter text.

**What is the difference between POP3, IMAP, and Exchange?**

Click here to enter text.

**Other comments (optional):**

Click here to enter text.

# Work Availability

How many credit hours are you taking at CU? Click here to enter text.

How many hours would you like to work during

the academic year, while under full course load? Click here to enter text.

# Comments/Signature

*By typing my name below, I am agreeing to the following:*

*I certify that all of the statements made in this application are true, complete and correct to the best of my knowledge and belief.*

*If hired, I am willing to abide by the policies and procedures of the University of Colorado Boulder and the Office of Information Technology.*

Name: Click here to enter text.

Date: Click here to enter a date.