Lawrence University Technology Services

Application for Student Employment

|  |
| --- |
| **Position Desired (check all of interest):** |
| Lab Runner (036)  Helpdesk Analyst (037)  Technology Assist. (031) |

Name: Click here to enter text. Date of Application: Click here to enter text.

Campus Address: Click here to enter text. Cell Phone Number: Click here to enter text.

Student LUID: Click here to enter text. Major: Click here to enter text.

Class of: Click here to enter text.

**Descriptions of Jobs:**

**Lab Runner** hours include one daily shift of 1 - 2 hours between 8:00 a.m. - 5:00 p.m.,   
Monday - Friday. Shift times for the weekend lab runs are flexible. There is one lab run on Saturday and one on Sunday. (Time varies for lab runs depending on the amount of paper needed to fill printers.)

**Helpdesk Analyst** shift times are 10:00 a.m. - 1:00 p.m. and 2:00 p.m. - 5:00 p.m. Duties include answering Helpdesk phone and assisting walk-in customers with technology-related issues, and special projects as assigned.

**Technology Assistant,** 2 to 3 hour shifts are arranged between supervisor and student(s) during the first week of term. Duties include assisting customers with technology –related issues, cleaning and repairing printers and computers, upgrading or installing special software, etc.

**Questions**

Please complete the questions below in detail. Your answers will be reviewed and will influence whether you will be asked to interview for a position with Technology Services. **(Returning employees please skip to the next section.)**

What personal qualities will most help you to assist people with computer problems? Click here to enter text.

Describe your customer service experience: Click here to enter text.

What computer experience would you bring to the position? Click here to enter text.

What type of computer do you usually prefer to use?  Mac  Windows  Other, please specify: Click here to enter text.

Is your personal computer a:  Mac  Windows, or  Other, please specify: Click here to enter text.

What Operating System is your computer running? Click here to enter text.

Have you installed any hardware?  Yes  No, If yes,what type? Click here to enter text.

Have you installed any software? Yes  No, If yes**,** what type? Click here to enter text.

Do people (friends, family, etc.) come to you for computer help?  Yes  No,

**If yes,** describe a recent incident where you provided assistance: Click here to enter text.

To whom (or where) do you turn when you need computer help? Click here to enter text.

**Rate your own proficiency and troubleshooting skills in the following software programs:**

|  |  |  |
| --- | --- | --- |
| **Software Program** | **Proficiency**  (1=novice, 6=expert) | **Troubleshooting Skills**  (1=novice, 6=expert) |
| Word | Click here to enter text. | Click here to enter text. |
| Excel | Click here to enter text. | Click here to enter text. |
| PowerPoint | Click here to enter text. | Click here to enter text. |
| Dreamweaver | Click here to enter text. | Click here to enter text. |
| Photoshop Elements | Click here to enter text. | Click here to enter text. |
| Outlook | Click here to enter text. | Click here to enter text. |
| Webmail | Click here to enter text. | Click here to enter text. |
| Blogs | Click here to enter text. | Click here to enter text. |
| Finale | Click here to enter text. | Click here to enter text. |
| Web Browsers | Click here to enter text. | Click here to enter text. |

**If you are applying for continuing employment with Technology Services, complete the questions below:**

How have your skills improved? Click here to enter text.

What specific efforts have you made to increase your abilities? Click here to enter text.

In what way(s) do you feel your efforts can be best applied during the upcoming term? Click here to enter text.

**EMPLOYMENT HISTORY**

Please provide information on your last three jobs.

|  |  |  |  |
| --- | --- | --- | --- |
| **Your Position/Title:** | **Employer:** | **Employment Dates:** | **Job Duties:** |
| Click here to enter text. | Click here to enter text. | Click here to enter text. | Click here to enter text. |
| Click here to enter text. | Click here to enter text. | Click here to enter text. | Click here to enter text. |
| Click here to enter text. | Click here to enter text. | Click here to enter text. | Click here to enter text. |

**EMPLOYMENT REFERENCES**

Please provide references that we may contact for further information.

|  |  |  |
| --- | --- | --- |
| **Name, Title:** | **Contact Information: (Phone Number, E-Mail Address)** | **Your relationship with this person? At which employer?** |
| Click here to enter text. | Click here to enter text. | Click here to enter text. |
| Click here to enter text. | Click here to enter text. | Click here to enter text. |
| Click here to enter text. | Click here to enter text. | Click here to enter text. |

**Technology Services Student Worker Confidentiality Statement**

Technology Services relates with a number of issues involving many aspects of Lawrence University. Therefore, all student workers who come in contact with information that relates to the university, whether on paper, stored electronically, or overheard in conversation between staff, are expected to observe the highest standards of discretion and confidentiality, protecting both the university’s interest and the privacy of those to whom the information relates.

I understand: Date:

**Please print, sign and return this completed application to the Technology Services Helpdesk, Library room 201.**

Any application not completely filled out will not be accepted and may delay our hiring process.