COMPUTING HELPDESK
w e s l e y a n   u n i v e r s i t y

Consultant Application

Name: _____   Prefer to be called: _____

Class: _____   Web address: (optional) _____

E-mail: _____   Major (potential or declared): _____

Phone: _____   Box: _____

Thank you for your interest in working for the ITS Helpdesk. We are currently accepting applications for trainee positions. If you are a freshman or a sophomore, or if you are a junior with significant consulting experience, please feel free to complete this application and submit it to the Helpdesk no later than September 20.

Applicants are not expected to have had extensive computer training, but a working knowledge of common software is helpful.

1. Work experience: Please describe, in as much detail as possible, your previous work experience. We are especially interested in any experience involving troubleshooting of any kind, customer service, and experience requiring good communication skills.

2. Software familiarity: Please tell us how well you know the following operating systems and software packages. Don't worry if you think you've never actually done troubleshooting before – if you've ever fixed a problem on your own computer, you're a troubleshooter!

Software Name	Familiarity Level				
	Troubleshoot Complex Problems	Troubleshoot Simple Problems	Can use adequately	Can use minimally	Unfamiliar
MacOS X					
Windows XP					
Windows NT/2000					
Windows 98/ME					
Mozilla Firefox					
Internet Explorer					
Outlook/Outlook Express					
Eudora					
Microsoft Office					
Anti-Virus Software					
Anti-Spyware Software					
TCP/IP Networking					
Specialized Skills					
Adobe Photoshop					
Web Page Creation					
Linux/UNIX					

3. Other considerations: Please elaborate on any other experiences, skills, or talents that we should consider when evaluating your application. You may also wish to clarify your selections in the above table.

Thank you for helping us learn more about you. Please submit this application to the Helpdesk no later than Sept. 20th, 2007, and we will e-mail you to set up an interview. ITS Helpdesk Managers