

Helpdesk Computer Consultant Application

Middlebury College - Library and Information Services

The Application Process

LIS is always interested in receiving applications from qualified students. Please insert your answers in this document using a word processor and deliver your completed application to the Helpdesk in the Library. If we do not have an available position when you apply, we will keep your application on file and contact you when there is an opening.

Interviews

Interviews are an integral part of the application process and of your experience as a consultant. After your application has been reviewed, you may be called into the Helpdesk offices for one or more interviews with LIS staff and/or current computer consultants. We also have the policy of repeating the interview process for current computer consultants on regular intervals.

Probation Period

Because computer consultants are heavily relied upon to provide a critical service to all members of the college, the Helpdesk must be very selective in LIS employment. Therefore, there is a one-semester probation period for all newly-hired consultants, beginning immediately upon employment.

At the end of this period, your performance as a computer consultant will be reviewed. LIS will not necessarily retain all of the consultants hired. Points on which you will be judged include attendance and punctuality, demonstrated expertise in problem-solving, communication and interpersonal skills, customer service, and teamwork. Sources of information used in the evaluation will include feedback received from constituents, senior consultants, and full-time LIS staff. If it is decided not to extend your employment, you still have an opportunity to reapply for the position after another semester has passed. It is suggested that during this time you strive to acquire as much knowledge about computing at Middlebury College as possible. Please note that future reviews may be performed at the discretion of the department.

Training

Presently the training for computer consultants is a combination of hands-on problem solving and weekly consultant meetings/training sessions. For at least your first semester you will be paired with a veteran consultant for your shifts. Newly-hired consultants will be required to attend weekend training sessions for much of their first semester of employment.

A meeting of all computer consultants is held once a week. You will be expected to attend these meetings, as they will greatly assist you in performing your duties. Weekly meetings are also a forum for the computer consultants to discuss support issues and industry trends. Agenda items often include changes in hardware or software configuration around campus, lessons on how to perform a task or solve a particular problem, and general information pertinent to the job.

Submitting This Form

Please print and submit **pages 2 and 3** of this application to Shawn O'Neil at the Helpdesk (located in the main Library), or Save As a PDF file and email to Shawn at sonei@middlebury.edu. Please be sure to **submit your resume** in print or in either PDF or DOC format.

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Name

Cell/Ext

Email

Class

1. Why would you like to be a computer consultant?

2. Describe your past experience with computers.

3. Provide any occasions in which working with people was important, particularly instances where you had to act as a teacher, guide or coach, or had to explain concepts or how things work.

4. Work as a consultant can be stressful. Imagine that it's Sunday evening, you're on the phone helping a student, and three people are lined up at the door waiting for help. What would you do?

5. If you were alone at the Helpdesk and a user comes in with an urgent problem that you have no expertise in. How would you proceed with helping the user find a solution?

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Technical Background

Please check the topics you are familiar with. You may be asked during an interview to explain some of the topics you have indicated familiarity with.

Windows XP, Vista

- Installation
- Network Configuration
- Connecting to Servers
- Command Line IP Release / Renew
- File Systems (DFS)
- Changing Drivers
- Connecting to Printers
- Mapping Network Drives
- Killing Processes / Priorities
- Home Networking (Router Settings, etc.)
- Remote Desktop
- File Sharing and Security
- Windows Updates

Applications

- MS Word
- MS Excel
- MS PowerPoint
- MS Access
- MS Outlook / Exchange Servers
- Entourage
- WebMail
- File Type Converters
- Web Design Tools
- Adobe Photoshop
- FileMaker Pro
- Symantec AntiVirus
- Norton Utilities
- Spyware Removers

Apple OSX

- Installation (Archive and Install)
- Network Configuration
- Connecting to Servers
- Connecting to Printers
- Multimedia (CD Burning, etc.)
- Troubleshoot (Single User / Target Disk)

Hardware

- Printer Maintenance
- Scanning and Scanners
- Digital Cameras
- iPods and iTunes
- Keyboard Replacement
- Hard Drive Troubleshooting / Replacement

Additional Information

In the remaining space, please list any additional information you would like us to know and indicate technical areas of personal interest. These can be anything from video editing, computer building, web design, etc.

Resume

To better understand your strengths, we require that you submit a resume with this application. Please attach your resume to this application. If you are submitting it electronically,

- I have attached my resume to this application.