

Resnet Computer Consultant's (RCC's) Application

Please return to Tom St. John or Maria Choinski - Resnet Office Information Technology Center Room 126
By March 31, 2006

Personal Info:

Name: _____

Email Address: _____

Current Campus Address and Phone: _____

Permanent Address and Phone: : _____

Major: _____

What year are you in? Freshman Sophomore Junior Senior

Graduation Date: 2005 2006 2007 2008

Where will you be living on campus next year: _____

Are you connected to Resnet? Yes / No

Do you have a web page? Yes / No URL: _____

Have you ever worked on campus? Yes / No If yes, where? _____

Have you ever worked for Information Technology? Yes/No If yes, when? _____

Do you own a computer? Yes / No

What is the primary operating system on it? _____

Is it networked via Ethernet? Yes / No

Have you ever installed any hardware into your (or any other) computer? Yes / No

What other Operating Systems have you worked with? _____

List any jobs where you worked on computers: _____

Computer Questions:

Please rate yourself (1 – 7):

- 1 – Help!
- 2 – I can turn it on and get into my programs.
- 3 – I can copy, rename, delete files and directories.
- 4 – I can customize shortcuts or Apple menu items.
- 5 – I can install and uninstall any program.
- 6 – I know how to resolve extension conflicts or device manager problems.
- 7 – I can resolve network problems in my sleep.

MacOS/Classic: _____

MacOSX _____

Windows XP: _____

Windows NT/2000: _____

Unix/Linux: _____

What network applications do you use most often? _____

Multiple Choice Section:

- 1) You have been working on someone’s computer for an hour and you are not sure why it will not connect to the network. The hardware is supported and the software appears to be configured correctly. You have class in 15 minutes. Do you:
- A) Leave.
 - B) Skip class and try to resolve.
 - C) Tell them to call IT.
 - D) Make appt to come back, then check your RCC documentation and ask for Assistance from other RCCs.

Answer: _____

- 2) You get a call at 2:00am from an aggravated student in your residence hall who insists that you help them. Do you:
- A) Hang up.
 - B) Tell them you will be right there.
 - C) Try to help them by phone
 - D) Calm them down and explain that You are off duty, they should call the ResNet office and would be happy to setup an appt.

Answer: _____

3) I like to:

- A) A set work schedule
- B) Too work independently, set my own schedule and be responsible for completing tasks
- C) Take skills I have learned in one area and apply them to a different area
- D) Have a set job, known hours, and repeat the same thing over and over.

Answer: _____

Short Answer Section:

List and give a short description of experience you have had supporting users on computer hardware or software (not necessarily at Assumption)._____

List and give a short description of experience you have had teaching or speaking to groups.

List and explain any customer service type work that you have done

What skill or trait would you provide to Resnet? _____

Give an example of a situation when you made someone's day.
