

Computer Room Consultant Trainee

Do you enjoy problem solving?

Excel in customer service?

Are you interested in learning technology?

As a CRC, you welcome students and faculty to our computer rooms and help them with the challenges of technology. Your day may consist of helping clients with various tasks, creatively solving problems, and ensuring the labs run smoothly and are kept clean.

Qualifications

- Ability to assist and advise clients in a pleasant and courteous manner
- Have excellent written and verbal communication skills
- Work well independently and as part of a team
- Remind clients of Computer Lab Management policies
- Self-driven to learn new software and application tools
- Must attend yearly Boot Camp training and other mandatory events
- Must maintain student status (enrolled, PELP, etc.)
- Must work a minimum of 12 hours per week
Note: May be required to work when not scheduled with academic commitments.

Interested? Complete the following:

1. Read the full "Computer Room Consultant Trainee" job description at computerrooms.ucdavis.edu/jobs. Current payrate is listed.
2. Complete the attached application form (or the CRC Job Application PDF at computerrooms.ucdavis.edu/jobs/)
3. Personally bring a printed copy of your completed application to **1440 Surge II** so we can meet you.
Office Hours: 9am-4pm, Monday through Friday



UCDAVIS

All Computer Lab Management positions come with opportunities for promotion.

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Please write all answers in black or blue ink.

Name: _____

Date: _____

Permanent Address:

Permanent Phone #:

Local Phone #:

Local Address:

UC Davis Email Address:

_____@ucdavis.edu

Student ID: _____

Expected Graduation Date (Month/Year):

Major: _____

Current Class Standing:

☐ Freshman

☐ Sophomore

☐ Junior

☐ Senior (4th/5th)

☐ Grad

Have you ever applied for a Computer Lab Management position? ☐ Y ☐ N

If yes, have you ever been interviewed by Computer Lab Management? ☐ Y ☐ N

Number of hours per week that you would like to work (12 – 19.5): _____

Please list your availability for work (must not conflict with class or academic commitments):

☐ Mornings (beginning at 7:30am)

☐ Afternoons

☐ Evenings (until 10pm)

☐ Weekends

If currently employed, do you intend to work both jobs? ☐ Y ☐ N

Please list your last 2 jobs or volunteer experiences:

Dates Employed	Job Title	Supervisor Name
Company Name & Phone #		
Duties		
Dates Employed	Job Title	Supervisor Name
Company Name & Phone #		
Duties		

Please write all answers in black or blue ink.

CUSTOMER SERVICE

What is your experience with providing customer service?

Please explain your experience with educating others. Have you ever taught classes, workshops, summer-camps, etc.? Have you tutored others?

Please describe your experience in helping others with computer problems or other technology issues.

Please list the names and phone numbers of any references below (no family members). You may attach a resume or letters of recommendation to this application.

TASK MANAGEMENT

If you were unable to understand the directions for a task and your supervisor was not present, how would you proceed?

Please write all answers in black or blue ink.

When you have finished all of your required tasks, how do you use your downtime at work?

It is the last 15 minutes of your shift and an instructor needs assistance in one of the computer classrooms, but a student approaches you to ask about an item they lost. How would you proceed?

While you are not on shift, you visit one of the computer labs and find that the CRC on duty is in another room. You notice a student waiting in front of the CRC desk. How would you proceed?

COMPUTER EXPERIENCE

Please check your comfort level with and usage of the following operating systems:

	Little to no experience	Beginning	Intermediate	Advanced
macOS (list versions below) _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Windows (list versions below) _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please write all answers in black or blue ink.

Please check your comfort level in answering questions about the following software:

	Little to no experience	Beginning	Intermediate	Advanced
Microsoft Word	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Microsoft Excel	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Microsoft PowerPoint	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Microsoft Access	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Google Docs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Google Sheets	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Adobe Photoshop	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Adobe Illustrator	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Adobe InDesign	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Adobe Premiere Pro	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
iMovie	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Final Cut Pro	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
DaVinci Resolve	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vectorworks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sketchup	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Stata	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
R & R Studio	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please describe any:

- Software applications you use that are not listed above.

- Media production equipment you are familiar with.

- Graphic design or desktop publishing experience.

- Experience with creating web pages.

Do you own a printer or use one at home on a regular basis? If so, what kind?

Please write all answers in black or blue ink.

INFORMATION & EDUCATIONAL TECHNOLOGY (IET) COMPUTER ROOMS FAMILIARITY

How often have you used the following IET Open Access Computer Labs?

	A few times	Once a week	Several times a week
Shields 91	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
IET Media Lab – SCC 2101	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Wellman 102	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hutchison 78	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Olson 15	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
TLC 2214	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

How often have you used the following IET Computer Classrooms?

	A few times	Once a week	Several times a week
Hutchison 73, 75, or 93	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Olson 1, 27, 241, or 247	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Shields 90A or 90B	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Esau 2020 or 2060	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
TLC 2212 or 2216	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please check the equipment and/or services that you have used in our labs or elsewhere.

	In our labs	Somewhere else
Printing	<input type="checkbox"/>	<input type="checkbox"/>
Color Printing	<input type="checkbox"/>	<input type="checkbox"/>
Wireless Printing	<input type="checkbox"/>	<input type="checkbox"/>
Flatbed Scanner	<input type="checkbox"/>	<input type="checkbox"/>
Document Scanner	<input type="checkbox"/>	<input type="checkbox"/>
Slide Scanner	<input type="checkbox"/>	<input type="checkbox"/>
Graphics Tablet	<input type="checkbox"/>	<input type="checkbox"/>
IET Virtual Lab	<input type="checkbox"/>	<input type="checkbox"/>