

Operational Support Trainee

Are you tech savvy?

Can you simplify technical concepts and communicate them well?

Are you good at trouble shooting?



As Operational Support, you help our consultants solve software and hardware issues in real time. You will work in a constantly changing environment from delivering supplies, troubleshooting problems, to help cover the labs.

Qualifications

- Excellent problem solving skills
- Ability to assist and advise clients in a pleasant and courteous manner
- Superb verbal and written communication skills
- Work well independently and as part of a team
- User level understanding of command line
- Work a minimum of 12 hours per week between 7:30 am-5 pm, Monday-Friday
- Must be able to lift up to 50 lbs and have a valid driver's license
- Must maintain student status (enrolled, PELP, etc.)

Note: May be required to work when not scheduled with academic commitments.

Interested? Complete the following:

1. Read the full "Operational Support Trainee" job description at computerrooms.ucdavis.edu/jobs. Current starting rate is listed.
 2. Complete the attached application form or PDF at computerrooms.ucdavis.edu/jobs/applications.html
 3. Personally bring a printed copy of your completed application to **1440 Surge II** so we can meet you.
- Hours:** 9am-4pm, Monday through Friday



UC DAVIS
COMPUTER LAB MANAGEMENT

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

Do you have a valid driver's license AND are you able to lift up to 50 lbs? ☐ Y ☐ N

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.

COMPUTER EXPERIENCE

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

	Little to no experience	Beginning	Intermediate	Advanced
<u>MICROSOFT</u>				
Word	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Excel	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
PowerPoint	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Access	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<u>ADOBE</u>				
Photoshop	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Illustrator	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
InDesign	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dreamweaver	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Premiere	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<u>BROWSERS</u>				
Apple Safari	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Google Chrome	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Microsoft Internet Explorer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<u>OTHER</u>				
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"/>
Vectorworks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Google Sketchup	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Telnet	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
FTP Programs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Deadalus	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
SAS for DOS/Windows	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
eXceed (X-Windows)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please enter the model or processor type of computers that you have used before. If you do not have experience, please put "none". Examples: Macbook Pro, iMac, Dell Optiplex 780, PC – core i7)

MAC _____ PC _____

Do you own a computer at home? If so, what kind?

Please write all answers in black or blue ink.

How long have you owned your computer and what software do you use on it?

Explain your experience with building computers and/or personally upgrading hardware on your own computer.

List the brands and specifications of any other types of computer hardware that you are familiar with.

Check off the media equipment that you are familiar with.

- | | |
|--|--------------------------|
| DVD Player / Blu-Ray Player / Recorder | <input type="checkbox"/> |
| Video Editing System | <input type="checkbox"/> |
| DV Video Camera | <input type="checkbox"/> |
| High-Definition Video Camera | <input type="checkbox"/> |
| Flatbed Scanner | <input type="checkbox"/> |
| Slide Scanner | <input type="checkbox"/> |
| Firewire / USB External Hard Drives | <input type="checkbox"/> |

List any other media production equipment that you are familiar with.

Please write all answers in black or blue ink.

OPERATING SYSTEM EXPERIENCE

Please fill out the following table with the relevant experiences:

MAC OS	
Installation	
Usage	
Troubleshooting	

WINDOWS	
Installation	
Usage	
Troubleshooting	

CUSTOMER SERVICE & TASK MANAGEMENT

Please explain your experience with providing customer service.

Please describe a situation where you assisted someone with a difficult or uncommon technical issue.

Please write all answers in black or blue ink.

What is your approach to assisting someone with a technical issue that you do not have experience with solving?

Please list at least two non-family references below. If you have a resume or letters of recommendation, you may attach them to this application.

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 write all answers in black or blue ink.

Please check the IET departments with which you have had contact:

IT Express ☐

ATS (Surge II) ☐

IT Professional Services (ITPS) ☐

A/V Loan ☐

Other _____