



UCDAVIS
COMPUTER LAB MANAGEMENT

Operational Support Trainee

starts at \$16.00/hr

Are you tech savvy?

Can you simplify technical concepts in order to help others understand problems?

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 helping cover the labs. This position will prepare you for a career in any industry.

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 when not scheduled with academic commitments.

Interested? Complete the following:

1. Read the full "Operational Support Trainee" job description at: **computerrooms.ucdavis.edu/jobs**
2. Complete the attached application form or the "Operational Support 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.
Hours: 9am-4pm, Monday through Friday

All Computer Lab Management positions come with opportunities for promotion.

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Use blue/black ink or type when completing the application.

Name: _____

Date: _____

Permanent Address:

Permanent Phone:

Local Phone:

Local Address:

Student ID:

UCD Email Address:

Major: _____

Expected Graduation Date: _____

Current Class Standing

Freshman ☐

Junior ☐

Sophomore ☐

Senior ☐

Have you ever applied for a position with Computer Lab Management? YES ☐ NO ☐

If yes, have you ever been interviewed by Computer Lab Management? YES ☐ NO ☐

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

If not scheduled for a class or another academic commitment, can you work:

Mornings ☐

Afternoons ☐

Are you able to work:

Summer breaks ☐

Winter break ☐

Spring break ☐

If you are currently employed, do you intend to work both jobs? YES ☐ NO ☐

Please list your last 2 jobs:

Dates Employed	Job Title	Supervisor Name
Company Name/Phone Number		
Duties		

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Company Name/Phone Number		
Duties		

COMPUTER EXPERIENCE

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

	Little or 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"/>

Describe other software applications you use that are not listed above.

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

If you own a computer, how long have you owned it and what software do you use on it?

Have you ever built a computer or personally upgraded hardware on your own computer? Explain.

Are you familiar with any other type of computer hardware? (list brands and specifications)

Describe any experience you have creating web pages.

List any programming experience you have.

Please describe any experience you have with record keeping for equipment (inventory management).

What is your experience with the following Operating Systems in the categories listed?

WINDOWS	
Installation	
Usage	
Troubleshooting	

MAC OS	
Installation	
Usage	
Troubleshooting	

INFORMATION and 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, 21, 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"/>
SciLab - 2020 or 2060	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
TLC - 2211, 2213, 2212 or 22216	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please check the Computer Room Equipment or Service that you have used in our labs.

	In our labs	Somewhere else
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"/>
Printing	<input type="checkbox"/>	<input type="checkbox"/>
Color Printing	<input type="checkbox"/>	<input type="checkbox"/>
Wireless Printing	<input type="checkbox"/>	<input type="checkbox"/>
IET Virtual Lab	<input type="checkbox"/>	<input type="checkbox"/>

CUSTOMER SERVICE

List any customer service experience you have:

What is your experience troubleshooting Windows?

Describe your experience helping people with technical problems.

What skills do you possess that would benefit this position?

Please list any references below: (please, no family members)

(If you wish, you can attach a resume or letters of recommendations)