



# Hardware Support Trainee

starts at \$12.00/hr

*Are you tech savvy?*

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

As Hardware 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 to work occasional weekend and quarter break hours.*

## Interested? Complete the following:

1. Read the full "Hardware Support Trainee" job description at [computerrooms.ucdavis.edu/jobs](https://computerrooms.ucdavis.edu/jobs)
2. Complete the attached application form (or the "CRC Job Application" PDF at [computerrooms.ucdavis.edu/jobs/applications.html](https://computerrooms.ucdavis.edu/jobs/applications.html))
3. Personally bring a printed copy of your completed application to **301 Surge IV** so we can meet you  
**Hours:** 9am-4pm, Monday through Friday

*All Computer Lab Management positions come with opportunities for promotion.*

**UCDAVIS**  
COMPUTER LAB MANAGEMENT

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Name: \_\_\_\_\_

Date: \_\_\_\_\_

Permanent Address:

Permanent Phone:

Local Address:

Local Phone:

Email Address:

Major: \_\_\_\_\_

Expected Graduation Date: \_\_\_\_\_

Current Class Standing

Freshman

Junior

Grad

Sophomore

Senior

Have you ever applied for a Computer Lab Management position? 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 \_\_\_\_\_

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

Early Mornings  Afternoons

Evenings  Weekends

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		
Dates Employed	Job Title	Supervisor Name
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"/>
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 Flash	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Adobe Dreamweaver	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Adobe Premiere	<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"/>
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"/>
Apple Safari	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Firefox	<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"/>
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 have had no experience then simply write down "none". (i.e. MacBook Pro, iMac, Dell Optiplex 780, PC - core i7)

MAC \_\_\_\_\_  
\_\_\_\_\_

PC \_\_\_\_\_  
\_\_\_\_\_

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

How long have you owned the computer 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)

Please place a check by 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 (Flatbed/Page Feed)	<input type="checkbox"/>
Slide Scanner	<input type="checkbox"/>
Firewire/USB External Hard Drives	<input type="checkbox"/>

Are you familiar with any other media production equipment not listed above?

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?

<b>MAC OS</b>	
Installation	
Usage	
Troubleshooting	

<b>WINDOWS</b>	
Installation	
Usage	
Troubleshooting	

**INFORMATION and EDUCATIONAL TECHNOLOGY (IET) FAMILIARITY**

Place a check of the IET departments with which you have had contact:

- IT Express
- ATS (Surge II)
- IT Professional Services (ITPS)
- A-V Loan

Other \_\_\_\_\_

How often have you used the following IET Computer Rooms?

	a few times	several	often	daily
73 Hutchison	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
75 Hutchison	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
78 Hutchison	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
93 Hutchison	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<hr/>				
102 Wellman	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<hr/>				
1 Olson	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15 Olson	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21 Olson	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
27 Olson	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
241 Olson	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
247 Olson	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<hr/>				
2101 SCC (Open Access Lab)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2102 SCC	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2103 SCC	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<hr/>				
2020 Sci Lab	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2060 Sci Lab	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
163 Shields (Center for Accessible Technology (CAT))	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
182 Shields	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
90A Shields	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
90B Shields	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<hr/>				
246 MU	<input type="checkbox"/>	<input type="checkbox"/>	<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)