

## Technology Consultant Application

**Job Purpose/Objective:** Responsible for maintaining the public labs that are located in four locations on the campus. Can be able to troubleshoot tier-one issues, as well as identifying and fixing printer jams and printer problems in all of these locations. Be able to assist clients with computer issues and other technology problems that might occur on campus. Have an understanding on how to use the online printing services and be able to clearly direct clients on how to print online.

**Job Qualifications:** Registered student at William Paterson University. Thorough knowledge in computer applications and software. Customer Service experience. Troubleshooting is desired, but not required. 2.5 GPA minimum required.

### Technology Consultant Applicant Information

Last Name: First Name: M.I.:

Street Address 1:

Street Address 2:

City: State: Zip:

Phone: Student E-mail Address:

Student ID: GPA:

How many hours are you willing to work (max: 20):

Are you a resident living on campus? Y/N

Are you a commuting student? Y/N

Are you a visiting student? Y/N

Expected Graduation Date (mm/yyyy): Major:

Referred by:

List any and all software programs and applications that you are proficient in:

List any and all software programs and mobile applications that you are proficient in:

Rate your ability in the following areas on a scale of 0-5, with 5 being “**advanced ability**,” and 0 being “**no experience/do not know**.” Type in the number beside the category.

**Printer Troubleshooting:**

**Program Troubleshooting:**

**Setting up internet for a computer:**

**Setting up Apple/Google/Windows accounts for mobile devices:**

**Setting up E-mail accounts on Android/iPhone devices:**

## Questions/Scenarios:

**Please write about three – five sentences for each question.**

Briefly outline your relevant skills and experience:

How does printing work at William Paterson University? Can you print from your own laptop on campus?

A student states that they do not have Microsoft Word on their personal laptop. What would you recommend to the student? What does the university provide in order to help students with situations like this? Describe the process you would take in order to help this student.

## Questions/Scenarios:

How would help a frustrated client with a problem they might have? What steps would you take in order to ease tension with this frustrated client.

## Disclaimer and Signature

*I certify that my answers are true and complete to the best of my knowledge. I understand that this electronic signature has the same value as a written signature. By signing this application, I accept these terms. If this application leads to employment, I understand that false or misleading information in my application or interview may result in my release.*

**Electronic Signature:**

**Date:**

PLEASE ATTACH RESUME ALONG WITH THIS APPLICATION, AND E-MAIL TO

**[SMTC@STUDENT.WPUNJ.EDU](mailto:SMTC@STUDENT.WPUNJ.EDU)**