User Support Associate Application From

Job Description

The Montana State University IT Center Helpdesk and Student Computer Labs regularly employ student workers. These students aid in the service to provide Montana State students and faculty assistance with computer related issues. Student employees work at various locations across campus including the Renne Library, Reid 306, and Roberts 110.

Duties include:

- Assist students and faculty with computer related matters which include wireless access, student accounts, email, and general software inquiries. Communicate knowledge to faculty, students, and fellow staff in a polite and helpful manner.
- Maintain a professional work environment which includes cleaning computer labs, maintaining security, and enforcing University Policies.
- Work in a team environment to solve problems quickly and efficiently.

Job Qualifications include:

- Excellent customer service and communication skills.
- The ability to problem solve independently with a motivation to learn Montana State's inner workings to better assist students and staff.
- Proficiency in Microsoft Office.
- Basic knowledge of Windows and Mac platforms.
- All applicants must be available for 2 semesters or more due to training requirements.
- All applicants must be able to commit a minimum of 12 hours a week. We are open over 80 hours a week and will work with your student schedule.

Training Period and Scheduling

User Support Associates begin with a probationary training period of 150 hours. During this period the employee will be trained on all technical issues needed to assist users and staff effectively and become familiar with all job policies. If this period is passed successfully the trainee then becomes qualified to work independently and a pay increase is put into effect.

Starting wage is $8.25 an hour with a raise given immediately following the training period. Regular raises and evaluations then follow.

How to Apply

1. Fill out attached **application form**.
2. Prepare an **application letter** and **resume**. Included in these documents are job references, qualifications, reasons for application, and future goals. Any application turned in without this documentation will be dismissed. Please, address the application letter to Student Labs Management.
3. Turn in application, resume, and application letter to the User Support Supervisor located in room 304 of Reid Hall. If this is not possible, please email **usamanagement@sympa.montana.edu** all of these documents.
4. After an application has passed initial review an interview will be set up.

Application for Employment

Name (Full): _____

Address: _____

Email: _____

Phone: _____

College Major: _____

Semesters until graduation _____

Referred by anyone?_____

Please answer the questions below. Use additional sheets if necessary.

Do you have any experience with the IT Center Helpdesk or The IT Center Student Computer Labs?

Do you have any computer related experience? Specific software, hardware, networking, etc. experience?

Explain your customer service experience.

Semester: _____

Scheduling preferences: Hours per week   _____

Time of Day   _____

Days of Week   _____

Other Considerations   _____

<u>Please put a line through the times you CAN NOT work.</u>

As a trainee all hours will be conducted Monday thru Friday.

Time	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
7-8							
8-9							
9-10							
10-11							
11-12							
12-1							
1-2							
2-3							
3-4							
4-5							
5-6							
6-7							
7-8							
8-9							
9-10							
10-11							
11-12							