Louisiana Tech University Computing Center
Lab Consultant and Helpdesk Application

Summary of Positions

A **Lab Consultant** is required to organize printouts and troubleshoot basic printer problems. A lab consultant must have a basic knowledge of Windows 7, Microsoft Office 2010, Moodle, Webmail, and BOSS to be able to answer students' questions. He/she must be able to courteously approach a student who is not following lab rules. A lab consultant must be able and willing to work at least one late night a week (either 11 a.m. - 3 a.m. or 3 a.m. - 7 a.m.).

The **Helpdesk Consultant** position requires troubleshooting computer, network and printer problems. He/she must be able to handle phone calls and deskside support professionally while correctly and clearly answering questions. This position requires significant training, so applicants must be available for work for one full academic year without interruption.

All positions: A consultant must attend a scheduling meeting the day before each quarter begins. He/she may not work any other on-campus job and must do other jobs as assigned. Every on-campus worker must at least maintain a 2.0 GPA. This form must be filled out *completely* and *legibly* to be considered for any position.

General information

IMPORTANT: Check the position(s) for which you wish to be considered. Failure to do so may disqualify your application.   Lab Consultant   Helpdesk Consultant

_____   _____
Name (First then Last)   Local Mailing Address

_____   _____
Tech Email Address   Telephone Number

_____   _____   _____
Major/Classification   Expected Quarter and Year of Graduation   Current GPA

If you have attended other school(s) for this degree, or have other degree(s), indicate it here:
_____

Can you work during the summer?   Yes   No

Past work experience (last three):

1. _____
   Name of Business   Address   Phone Number

   _____
   Position Name   Dates Employed   Reason for Leaving

2. _____
   Name of Business   Address   Phone Number

   _____
   Position Name   Dates Employed   Reason for Leaving

3. _____
   Name of Business   Address   Phone Number

   _____
   Position Name   Dates Employed   Reason for Leaving

List three references, preferably work-related. Failure to **LIST ALL THREE** may disqualify your application:

1. _____

    Name   Phone Number   Relationship

2. _____

    Name   Phone Number   Relationship

3. _____

    Name   Phone Number   Relationship

Computer-related questions

(Failure to answer any question may disqualify your application.)

1. List any **operating systems** with which you are familiar. **Be specific.** For example, write *Windows 10, 7; Mint; Mac OS Catalina* instead of *Windows, Linux, Mac*.

_____

2. List any **software** with which you have had experience, and describe what you have done with that software. Include any webpage experience and/or languages. For example: *Word: typed school papers and created macros; Dreamweaver, knowledge of PHP*.

_____

_____

_____

3. If you have had any experience **troubleshooting** computer problems, list it here. Explain the method you would use to fix a computer problem (in general).

_____

_____

_____

4. List any other relevant experience, classes, including certifications.

_____

_____

If you have any additional information or a résumé, submit it attached to this **completed** application.
You will be contacted *ONLY* if there is a position available for which you are best qualified.

☐ **I certify the above information on both pages is correct and authorize verification on all of the above. I understand any false information above can result in not hiring me or, if hired, immediate termination.**

(The checkbox must be checked and you must print and sign below to be considered for a position.)

_____

Signature   Date