

**WITS PRODUCTION/ MMWR APPLICATION**

Willamette Integrated Technology Services

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

Address: \_\_\_\_\_ City/State: \_\_\_\_\_

Campus Box: \_\_\_\_\_ Phone: \_\_\_\_\_ Year in School: \_\_\_\_\_

Email Address: \_\_\_\_\_ Major Field of Study: \_\_\_\_\_

Have you been awarded Federal Work Study? \_\_\_\_\_ If so, how much? \_\_\_\_\_

How many hours/week can you work? \_\_\_\_\_ What days? \_\_\_\_\_

Will you work: \_\_\_\_\_ mornings \_\_\_\_\_ evenings \_\_\_\_\_ weekends \_\_\_\_\_ semester breaks

.....  
**TECHNICAL QUALIFICATIONS:**

Indicate your familiarity with the following (on a scale of 1-3 with 3 being the highest):

Windows 95/98/ME \_\_\_\_\_ Windows NT/2000/XP \_\_\_\_\_ Windows 3.1/DOS \_\_\_\_\_ Unix/Linux \_\_\_\_\_

Mac OS 8/9 \_\_\_\_\_ Mac OS X \_\_\_\_\_ PC Hardware \_\_\_\_\_ Laser Printers \_\_\_\_\_ Networking \_\_\_\_\_

\_\_\_\_\_ Word Processing  
Please list software: \_\_\_\_\_

\_\_\_\_\_ Spreadsheet  
Please list software: \_\_\_\_\_

\_\_\_\_\_ Multimedia/Graphics/Presentation Software  
Please list software: \_\_\_\_\_

\_\_\_\_\_ Internet/Email Usage  
Please list software: \_\_\_\_\_

Areas of Computing Expertise: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

.....  
**CUSTOMER SERVICE QUALIFICATIONS:**

Please answer the following questions:

Do you have experience providing customer service? Explain: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**CUSTOMER SERVICE QUALIFICATIONS** (continued):

What is the purpose of good customer service? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

What do you think is the best way to teach or explain a brand new concept to someone? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

How does helping someone over the phone differ from helping someone in person? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Explain a scenario when you've had to work with a difficult customer. What did you do? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



**EMPLOYMENT EXPERIENCE** (most recent job first):

Employer	Your Position	Supervisor's Name	Phone Number
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____



**REFERENCES:**

Professional reference: \_\_\_\_\_ Relationship: \_\_\_\_\_

Address: \_\_\_\_\_ Phone No.: \_\_\_\_\_

Personal reference: \_\_\_\_\_ Relationship: \_\_\_\_\_

Address: \_\_\_\_\_ Phone No.: \_\_\_\_\_

**FALL 2004 SCHEDULE**  
 Help Desk Assistant Application Supplement

Please write the word "YES" in any time slot you are interested in working. For times when you cannot work, leave the time slot blank.

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
<b>8am-9am</b>							
<b>9am-10am</b>							
<b>10am-11am</b>							
<b>11am-12pm</b>							
<b>12pm-1pm</b>							
<b>1pm-2pm</b>							
<b>2pm-3pm</b>							
<b>3pm-4pm</b>							
<b>4pm-5pm</b>							
<b>5pm-6pm</b>							
<b>6pm-7pm</b>							
<b>7pm-8pm</b>							
<b>8pm-9pm</b>							

Will you be available to work one week before classes start in the Fall? \_\_\_\_ Yes \_\_\_\_ No \_\_\_\_ Not Sure

\_\_\_\_\_

*Applicant Signature*

\_\_\_\_\_

*Today's Date*

Please return completed application materials to WITS Main Office, Smullin 101 or email to [cgramlic@willamette.edu](mailto:cgramlic@willamette.edu)