

# 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
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Tech Email Address	Telephone Number
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Major/Classification	Expected Quarter and Year of Graduation	Current GPA
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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
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Past work experience (last three):

1.	Name of Business	Address	Phone Number
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Position Name	Dates Employed	Reason for Leaving
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2.	Name of Business	Address	Phone Number
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Position Name	Dates Employed	Reason for Leaving
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3.	Name of Business	Address	Phone Number
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Position Name	Dates Employed	Reason for Leaving
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List three references, preferably work-related. Failure to **LIST ALL THREE** may disqualify your application:

1. \_\_\_\_\_  

Name	Phone Number	Relationship
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2. \_\_\_\_\_  

Name	Phone Number	Relationship
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3. \_\_\_\_\_  

Name	Phone Number	Relationship
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### 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*.  


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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*.  


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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).  


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


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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 \_\_\_\_\_