

ResNet Computer Consultant Job Description

Description:

ResNet is the Internet Service Provider within the Residence Halls and Family and Graduate Housing at Montana State University. In addition to providing technical support for students, ResNet supports the staff of Auxiliary Services, whom are spread throughout the campus. ResNet also supports computer labs and public access computers located in each Residence Hall.

ResNet Computer Consultants (RCC) will be trained to work in the following areas:

- Configuration of operating systems and software for network connectivity.
- Troubleshooting network problems over the phone, in the Helpdesk, or on site.
- Troubleshooting computers infected with spyware, adware, and/or viruses.
- Answering questions about ResNet, McAfee Antivirus, Microsoft Office products, network printing, hardware, and a variety of other issues.

Duties will include but are not limited to:

- Assisting in ResNet Crunch Weeks—Assisting approximately 3000 students with network setups, installing anti-virus software, applying security patches, and cleaning infected machines.
- Provide phone support for the ResNet Helpdesk.
- Troubleshooting and resolving network hardware and software issues.

To apply at ResNet you must be a currently enrolled MSU student or plan on enrolling for the upcoming fall semester.

To submit your application, please fill out this form and e-mail it to mcoble@montana.edu.

ResNet Computer Consultant

Name: _____

(Last)

(First)

(Middle Initial)

Local Address: On Campus Off Campus Phone #: _____

Email address: _____

College Major: _____

Year (Fr, So, Jr, Sr, Gr): _____

Experience: Rate yourself on a scale of 1 (beginner) to 10 (expert), or leave blank if no experience.

Languages & Applications		Hardware Experience		Networking		Operating Systems	
Internet Explorer		Printers		TCP/IP		Command Line	
Mozilla Firefox		Scanners		Windows Sharing		Windows XP	
Word		PDA's		Ethernet Wiring		Windows Vista	
Excel		CD/DVD Drives		Peer-to-Peer Sharing		Windows 7	
HTML		Wireless- PC		Remote Desktop		Windows Server	
PHP		Wireless- Routers				Mac OS X	
SNMP		Computer Components				Linux	
Perl							
Java							
C#							

Other qualifying experience(s):

Are you eligible for Work Study? Yes No

Have you ever been convicted of a crime? Yes No

(For purposes of this question, do not include misdemeanor traffic violations. DO NOT explain your answer. You will receive follow up paperwork if you check yes.) A background check will be performed for this position.

Please answer the following questions to the best of your ability:

A user calls in, they are using their wired connection and cannot get their computer to connect to the Internet; what would you first suspect to be the problem and how would you go about troubleshooting it?

Another user calls in with a similar problem as the first user, except they are trying to connect to the wireless network. How would you go about troubleshooting this problem?

What do you think presents a greater threat to computers, viruses or spyware and why?

Please list campus computer systems you have used and the courses or reasons for which you have used them:

List your computer-related work experience (include extra pages if necessary.):

List your customer service experience:

Class Schedule

Please place an **X** in the blocks you have class.

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

Indicate your preferences: Total hours per week: ____; Other considerations:

References

Please list a few references, preferably work-related, if not, personal is acceptable.

Name: _____

Organization/Relationship: _____

Phone number: _____

May we contact? _____

Name: _____

Organization/Relationship: _____

Phone number: _____

May we contact? _____

Name: _____

Organization/Relationship: _____

Phone number: _____

May we contact? _____