

**The University of Michigan – Dearborn
Information Technology Services**

Application for ITS Help Desk Technician

Name:	
Date:	
Address:	
City, State, Zip:	
Phone:	
Social Security:	
UMID #:	
Birth date:	
Mo/Yr Graduation:	

Are you an UM-Dearborn student? Yes No Last term enrolled: _____

Do you qualify for Work-Study? Yes No

Date you can begin work: _____ Desired hours per week: _____

Please list computer courses taken: _____

Indicate any relevant installation and configuration experience you have:

- | | | |
|---|---|---|
| <input type="checkbox"/> Windows XP | <input type="checkbox"/> Linux | <input type="checkbox"/> Apple |
| <input type="checkbox"/> Hard Drive | <input type="checkbox"/> Motherboard | <input type="checkbox"/> Memory |
| <input type="checkbox"/> Video Card | <input type="checkbox"/> Imaging Software | <input type="checkbox"/> Netware Client |
| <input type="checkbox"/> Windows Applications: _____ | | |
| <input type="checkbox"/> Windows Internet Applications: _____ | | |
| <input type="checkbox"/> Other: _____ | | |

Which of the following items could you explain to a user having difficulty:

- | | |
|--|---|
| <input type="checkbox"/> WWW browser setup | <input type="checkbox"/> IMAP/SMTP setup for email client |
| <input type="checkbox"/> How to use SFTP | <input type="checkbox"/> Setting up Automatic Updates |
| <input type="checkbox"/> Forwarding email | <input type="checkbox"/> How to use anti-virus software |
| <input type="checkbox"/> UNIX commands | <input type="checkbox"/> Remote logon procedures |

Describe other qualifications or experience that might be relevant on the back of this page or attach resume. Return completed application to 1141 CW.

Thank you for your interest!