

## **Resident Computer Consultant Application 2006 -2007**

|   |                   |
|---|-------------------|
| Name (Last, First)                                      | Date              |
| E-mail Address  | Address           |
| City, State, Zip Code                                   | Home Phone Number |
| CWU Residence for 05-06 academic year (Hall and Room #) | CWU Phone Number  |
| Class Standing as of Fall 2005                          | Cumulative GPA    |

### **Working with PC and Macintosh Machines:**

- I do not know these very well
- I know a little bit about Macs and PC's
- I consider myself "average" when it comes to PC's and Macs
- I know a great deal about PC's, but don't know much about Macs (or vice-versa)
- I have worked with both PC's and Macs, and feel comfortable working with either machine

### **Working with Microsoft Office Products:**

- I do not know these very well
- I know a little bit about MS Office
- I know some of the Office programs; but not all
- I know a great deal about MS Office; but I feel I need to brush up my skills a little
- I have worked extensively with MS Office and know Access, Word, Excel, and PowerPoint

### **Your experience with networking:**

- I have no experience with network computers
- I know a little bit about network computers
- I've had to do some networking for broadband or creating LANs
- I understand how to configure TCP/IP and firewalls
- I have a lot of experience working in large network computer environment

### **Your experience with spyware:**

- Spyware?
- I know they are a bad thing
- I've had to clean spyware off my own computer
- I often research and destroy

### **Your experience with viruses:**

- I know they are a bad thing
- I've had to clean viruses off my own computer
- I know how to avoid them altogether
- I often research and destroy viruses

## Essay Questions

Please answer with complete sentences. There are no “right” and “wrong” answers to these questions.

1. Why do you want to work as a Residence Computer Consultant (RCC) in the computer labs?
2. A large group of students walk into the lab. They are being loud and unruly, laughing hysterically at the slightest things, moving up and down from their chairs, and playing loud music on the computers. There are also a number of students who are quietly trying to get their homework done, but from where you are seated, you can easily tell that the studious people are becoming very distracted and angry with the noise level of the room. As an RCC, what steps would you take to rectify this situation?
3. A student is typing up an important paper in the lab and all of a sudden the computer crashes into a blue screen. The student claims she did not save her paper before the crash and believes that all of their data is all lost. As an RCC, what would you say to this student and what would you do to help them?
4. One of the RCC's on staff is, quite frankly, not a team player. They are never very friendly, insulting and rude with residents. How would you combat this situation?
5. You are assisting a resident with their PC and they claim all of a sudden their computer's browser has started to behave erratically and slowly. What steps would you take to fix and/or diagnose the computer?
6. Please provide at least (1) personal reference outside of your family. List this person's name, address, phone number, title, company they work for (if applicable)
7. Please list any previous employers/activities that you may have been associated with.
8. Are you currently employed with any other department on the CWU campus? Are you involved in any extra-curricular activities at Central or elsewhere? If you're not currently involved with anything, why not? What are your interests/hobbies etc?
9. Have you ever been convicted of a crime (felony or misdemeanor) other than traffic or parking violations? If so, please list and explain.
10. Where did you find out about this position?

Thank you for applying with ORL Computer Labs. We will be processing applications throughout the quarter and will contact you a few weeks before our scheduled “early move in” date. If you have any questions or needs, please feel free to contact [andrinma@cwu.edu](mailto:andrinma@cwu.edu)