

## Computer Services Technician I Supplemental Questions

Please ensure that your education and experience listed in the application supports your answers to the supplemental questions. Do not type "see resume" in this section.

1. Do you have a high school diploma or GED equivalent?
2. Do you have one year of experience troubleshooting and repairing PCs, working with computer operating systems, and commercial-off-the-shelf software?
3. Do you have a valid driver's license?
4. Have you ever been convicted of a crime, other than a minor traffic violation?
5. If you answered yes to the previous question, list all such offenses and state date, place, and action taken. NOTE: A conviction will not automatically exclude you from employment. The nature of the conviction and how long ago it occurred is important. Give all of the facts so a decision can be made. If you answered no to the previous question, please enter "N/A" in this space.
6. Describe your education and career experience that specifically prepares you for this position.
7. Describe your experience working with end users effectively resolving problems in a call center. Include experience with 3-tier support and problem management with a work order tracking system.
8. Describe your experience installing/supporting Windows 10 and Microsoft Office 2016, Office 365, including SharePoint and OneDrive.
9. Describe your experience installing, upgrading, troubleshooting, repairing and maintaining computer equipment, mobile devices and peripherals.
10. Describe your experience with remote management, imaging and software deployment with applications such as System Center Configuration Manager and Microsoft Deployment Toolkit.
11. Describe your experience with writing technical documentation and procedures.
12. Describe your experience with Point of Sale devices, printers and printer configuration, networking, and commercial application support.