

**Information Technology Office
The Paul H. Nitze School of Advanced International Studies
The Johns Hopkins University**

APPLICATION FOR PART-TIME EMPLOYMENT

Please provide the following information, attach a recent copy of your resume (or relevant IT experience) and return to Nitze 401 – or email to SAIS_IT@jhu.edu.

Date: _____

Name: _____ Preferred nickname: _____

Local address (if known): _____

Phone number: _____ E-mail address: _____

Any visa/employment restrictions: F1 J1 None Other _____ *please check one*

Student status: 1st year SAIS 2nd year SAIS MIPP PhD Other Hopkins

How do you get to SAIS? Walk Metro Bus Drive _____

Why are you interested in a part-time position with IT?

What date (approximately) do you expect to be available if we offered you a job in IT? _____

How many hours a week would you be interested in working? _____

Describe any jobs you have had involving customer service (IT or not).

Do you feel that you function well in a hectic environment? Please provide an example.

How would you characterize your capacity for attention to detail?

Computer lab jobs rely on student staff primarily for **evening** and **weekend** hours. A weekend shift is required (usually 3-6 hours in length). Are you available to work:

Fridays after 4:00 pm? Saturdays? Sundays?

Many policies and procedures must be uniformly enforced by the staff to ensure the smooth operation of the computer lab. Would you feel comfortable enforcing such policies to:

Your peers? Your friends?

Would you be able to give a commitment to employment in the computer lab of (check one):

A semester An academic year Longer

Computer lab hours are: Monday -Thursday 8:30 am - 11:00 pm; Friday 8:30 am - 9:00 pm; Saturday 10:00 am - 9:00 pm; and Sunday 11:00 am - 11:00 pm.

Please fill out the chart below in as much detail as possible.

- ◆ Indicate below the hours of **all** classes you either **are** taking or **might** be taking.
- ◆ Any other hours you would not be available to work.
- ◆ Be sure to let us know of any schedule changes.

| | Hours available | Hours not Available (class, etc.) |
|-----------|-----------------|-----------------------------------|
| Monday | | |
| Tuesday | | |
| Wednesday | | |
| Thursday | | |
| Friday | | |
| Saturday | | |
| Sunday | | |

Please read and sign the following:

I understand that student assistants are expected to work during the final examination period. Schedules will be adjusted to avoid conflicts, but student assistants should plan ahead to work their usual number of hours at this time. I have also read the attached description of the IT's public service positions and agree to observe the guidelines for performance if hired.

Signature _____

Thank you for your interest in working with the SAIS IT Office.

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JOB DESCRIPTION

Students working in the Computer lab at SAIS are there to answer questions and resolve issues relating to computer programs and files and keep the equipment running. They are expected to provide a high level of customer service, demonstrate exemplary interpersonal skills and maintain a professional attitude at all times.

Duties of the student IT staff include:

- ❑ Assist with Applications supported in the computer lab.
- ❑ Assist with configuring laptops to our wireless network.
- ❑ Assist with photocopy machines and printers.
- ❑ Assist in opening or closing the computer lab.
- ❑ Check that there is enough paper in the printers and that the printer card reader is working.
- ❑ Refer problems and questions to the appropriate full time staff member.
- ❑ Use of Service Desk Express (Ticketing System).
- ❑ Respond to students calling our Call Center.
- ❑ Other duties as assigned.

Qualifications and requirements include:

- Strong customer service orientation and interpersonal skills.
- Basic File Structure/Directory Knowledge.
- Excellent attention to detail.
- Willingness to work evening and weekend hours.
- Basic Desktop Application and Operating System knowledge (MS Office (with Outlook), XP, Vista).
- Understanding of the Scanner software and related peripherals.

Desired but not required Knowledge

(Training will be offered on the following if the core qualifications are met)

- Knowledge of SAIS Pharos Print System.
- Knowledge of the JHED (Johns Hopkins ID) system -- lookups/login.
- Ability to configure wireless setup on student laptops.
- Strong knowledge of any the following Operating Systems: XP, Vista, MAC OS.
- Expertise in Diagnostic Procedures (antivirus, spyware, fragmentation).
- Academic Course Management Systems such as SAKAI and Blackboard.
- Academic applications for Economics such as STATA, eViews, and SPSS.
- Experience with various browsers: IE7/8, Safari, Chrome.

All candidates will be submitted to a short interview in order to validate their prior IT experience.

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PERFORMANCE AND CONDUCT GUIDELINES

Employment in the Computer Lab places you in a highly visible position. You will be dealing with requests from people of varied age groups and diverse cultural backgrounds. As a member of the SAIS IT Office, we will expect you to observe the following guidelines:

- *Provide courteous, prompt service to all patrons, portraying a positive public image of the IT Office.*
- When more than one employee is on duty, be sensitive to sharing responsibility.
- Be punctual, allowing yourself enough time to attend to any personal needs either before you are scheduled to be at work or during any break time allotted to you.
- Obtain a substitute when you know you will be unable to work and be sure to notify your supervisor.
- Schedule socializing or any prolonged discussions for off-duty hours or break times. When having non-work related conversations with fellow staff members, please be sensitive to the length of these conversations, and the volume of your voice.
- If you find yourself with nothing to do, please ask your manager if there are any tasks or projects you can help with. Personal work (reading, studying, laptop use, etc.) is discouraged unless all other tasks are finished and the supervisor has no extra work for you.
- While on duty, never leave the Call Center unattended other than when you need to leave the desk to assist someone.
- Limit eating to break time and confine it to locations away from the computer lab service area. No food or drinks are allowed in the computer lab.
- Use computer lab equipment (telephones, computers/printers, etc.) for computer work only, not for personal reasons.
- Turn off your cell phone while on duty.
- Enforce Computer Lab rules courteously and refer anyone requesting an exception or expressing dissatisfaction to your manager or in his absence to the another IT manager.

*To summarize, please keep in mind at all times that **you** are molding the impression that users have of the IT office. We ask that you conduct yourself in a way that would give you a positive impression if you were on the **other** side!*

We have listed above some of the performance standards that we expect from you. We want you to know that you can expect the following from us:

Training (both initial and on-going) which is thorough enough to make it possible for you to perform the duties described above.

Communication both when we think you are doing well and when we think there is an area in need of improvement.

Communication whenever there is a change in our policies or procedures which you will need to know about.

Willingness to listen and respond whenever you have questions, concerns, suggestions, etc.