

**City of Port Angeles
Information Support Specialist
Supplemental Questionnaire**

Name _____

Instructions: Please complete this supplemental questionnaire as part of the application packet. This information will be used to evaluate your skills and experience as it relates to the requirements for this position. Do not say 'see resume.'

1. a. Do you have two years of experience in the support of PC systems and networks? Yes No

Describe the experience you have that you believe meets this requirement:

b. Do you have any technical certifications in information technology? Yes No

List specifically the current certification(s) you have.

Certification

Date Received

2. Do you have an Associate of Arts or Associate of Science degree in computer related field? (This qualification is preferred.) Yes No

Computer Science Information Technology

Related field: _____

3. Do you have A+ certification, which is desirable? Yes No

4. Please provide a summary of your technical work experience in each the following areas. Do not say, "see resume." Use extra paper as necessary.

Troubleshooting

- computer hardware, software, infrastructure
- computer operating systems and network operating systems.
- training, and system analysis in a LAN/WAN microcomputer environment.
- customer service relations, tracking and follow-up/review.

Help Desk Functions

- assists users in resolving problems through diagnoses and discussion of the particular problem.
- troubleshooting to recognize the problem, research, isolate, and resolve the problem.
- ensure PCs, printers, and other peripherals used by staff are operational at all times.

Data Management

- file/disk management, integrity and security; management; data transfer utilities applications;

Equipment Standards/Maintenance

- PC hardware configurations, including storage devices management, printers, graphics, communications, and related software.

I certify that the information provided in this supplemental questionnaire accurately represents my work experience, knowledge and skills.

Signature

Date