**Technical Systems Specialist I / II** Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

# Exam Nos. 13-010 & 13-011

**Supplemental Application Form**

Which position are you applying for?

* Technical Systems Specialist I (Exam No. 13-010)
* Technical Systems Specialist II (Exam No. 13-011)
* Both

Do you have any of the following certifications?

* MCSE – Microsoft Computer Systems Engineer
* MCP – Microsoft Certified Professional
* Other \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Your responses to the following must be printed in ink or typed on 8 ½” x 11” sheets of paper and attached to this form:**

1. Describe your experience providing Help Desk support.Discuss the process you used to diagnose the cause of the problems, identify the solution or determine the appropriate referral and the manner in which you tracked the status. Include a brief description of the types of software, hardware and peripherals, and the number of sites and number of users you supported. Indicate the job(s) in which you performed these duties and the number of years that you had this responsibility.
2. Describe your experience providing technical IT support in the field. Describe the types of problems you personally resolved and any coordination with staff or vendors. Include a brief description of the types of software, hardware and peripherals, and the number of sites and number of users you supported. Indicate the job(s) in which you performed these duties and the number of years that you had this responsibility.
3. Please describe your experience operating, troubleshooting and resolving problems with video-teleconferencing equipment and satellite broadcast equipment. Include the type of equipment, the number of concurrent sites you were responsible for, and the types of problems you resolved. Please indicate the job(s) in which you performed each of these duties and the number of years that you had this responsibility. In addition, please list the related telecommunications or audio/visual peripherals for which you provided support.