EIT Career Experience Program Checklist

☐ Background Check
☐ Fingerprints
☐ Unofficial Transcript
☐ Recommendation Letter (1) - (example: faculty, staff, or work experience)
☐ Completed Application
☐ Resume
☐ Volunteer Agreement Form
Duties for CIS-EIT Career Experience Program Volunteers

POSITION TITLE: Software Technician

POSITION ID: 100215V

SUMMARY
Responsible for performing software installations and upgrades as required.

PURPOSE OF POSITION
The purpose of the Software Technician is to assist faculty/students/staff with the software installation and maintenance of applications.

PRIMARY RESPONSIBILITIES

- Respond to service calls from university personnel.
- Maintain a log of completed software installations and updates.
- Identify versions of software on stakeholder’s computer.
- Set up computer security measures using university approved licensed products.
- Communicate with stakeholders verbally and in writing.
- Work independently and as a member of the support team.
- Install approved software on university-owned Windows or Macintosh computers.
- Diagnose software related problems.
- Maintain current inventory of approved software.

REQUIRED KNOWLEDGE
Basic knowledge in the area of desktop operating systems, software installation and principles and theories of network systems and management;

ADVANCEMENT OPPORTUNITY
System Administrative Technician
Duties for CIS-EIT Career Experience Program Volunteers

POSITION TITLE: Hardware/Software Recycling Technician

POSITION ID: 105215V

SUMMARY
Responsible for the disposal of obsolete or damaged hardware/software for the purpose of recycling and resale via the property records unit. These duties are conducted based upon university rules and regulations.

PURPOSE OF POSITION
The purpose of the Hardware/Software Recycling Technician is to assess the condition of hardware as it relates to the performance of basic functionalities necessary for daily usage.

PRIMARY RESPONSIBILITIES

- Maintain a log of equipment that has been tagged for disposal.
- Ensure that the equipment has been erased of all software, documents, and files classified as proprietary property of the university.
- Verify, record and remove all inventory tags.
- Cross reference all inventory based upon initial property location/ownership.
- Determine if equipment can be salvaged for parts to be used for other purposes.
- Utilize a database and document all phases of hardware disposal.
- Communicate with stakeholders verbally and in writing.
- Work independently and as a member of the support team.
- Rebuild entire hardware/software systems.

REQUIRED KNOWLEDGE
Basic knowledge in the area of desktop operating systems, the ability to uninstall and purge software, documents, files, etc. Skilled in creating database for the tracking of activity as it relates to this position.

ADVANCEMENT OPPORTUNITY
Field Technician, Computer Systems Administrator
Duties for CIS-EIT Career Experience Program Volunteers

POSITION TITLE: EIT Help Desk Technician

POSITION ID: 110215V

SUMMARY
Responsible for providing technical assistance and support related to computer issues.

PURPOSE OF POSITION
The purpose of the EIT Help Desk Technician is to assist the faculty/students/staff, who are experiencing difficulty with the use of IT applications, products or services.

PRIMARY RESPONSIBILITIES

• Accept technical support calls to the EIT Department via phone, email or on-site.
• Follow up on outstanding requests and ensure timely resolution.
• Forward technical support issues that cannot be addressed by the Help Desk to the appropriate technician.
• Communicate verbally and in writing with stakeholders.
• Work as a member of the support team.
• Troubleshoot and resolve end-user hardware, operating system, and software-related problems, when possible from the Help Desk.
• Other duties may be added and/or assigned as needed

REQUIRED KNOWLEDGE
Basic understanding of computer technology in a business environment. Effective communication and problem-solving skills.

ADVANCEMENT OPPORTUNITY
Field Technician
Duties for CIS-EIT Career Experience Program Volunteers

POSITION TITLE: Entry Level Software Developer

POSITION ID: 105300V

SUMMARY
Responsible for researching, designing, developing and/or modifying enterprise-wide end-user, system level and data management software applications.

PURPOSE OF POSITION
The purpose of the Entry Level Software Developer is to provide assistance in the area of web development based upon software compliance standards outlined by the university.

PRIMARY RESPONSIBILITIES

- Determine user requirements, specifications, and software development plans based upon the broader organization scope.
- Formulate detailed plans for the implementation of software solutions including the determination of language, platform, and resource requirements.
- Implementation of design including coding, testing, and documentation.
- Code maintenance including debugging and updating to keep pace with the evolving environment.
- Communicate with stakeholders verbally and in writing.
- Work independently and as a member of the support team.

REQUIRED KNOWLEDGE
Knowledge with programming in Java, PHP, .Net or other languages. Experience using XML and relational databases i.e. Oracle, SQL Server, MySQL. Familiarity with packaged software e.g. SharePoint. Knowledge of Software Development Lifecycle (SDLC). Understanding of security, efficient code reuse and software design.

ADVANCEMENT OPPORTUNITY
Lead Software Developer
The application must be typed

Position Applied For: ____________________________________________

Date: ________________________________________________

Student Information

First Name: ____________________________ M I: _______ Last Name: ____________________________

DOB: ____________________________ Gender: M ☐ F ☐ Student ID: ____________________________

Address: __________________________________________________________________________

FAMU Email: ____________________________ Cell: ____________________________

City: ____________________________ State: __________ Zip: __________

Hometown: ____________________________ Classification: ____________________________

Major: ____________________________ Minor: ____________________________

Cumulative GPA: __________

Social Media Accounts: ________________________________________________________________
Interest in the Position

Do you have a career interest in Information Technology, Information Systems or Computer Science?

☐ IT  ☐ IS  ☐ CS

Use the space below to describe your career aspirations.

Professional References

Please provide us with at least two (2) professional references. One must be a FAMU instructor within the Department of Computer and Information Sciences.

Reference 1:

Name: _______________________________________  Relationship: __________________________

Job Title: _____________________________________  Phone: __________________________

Email: _________________________________________

Reference 2:

Name: _______________________________________  Relationship: __________________________

Job Title: _____________________________________  Phone: __________________________

Email: _________________________________________
FLORIDA A & M UNIVERSITY
College of Science and Technology
Department of Computer & Information Sciences
AND
Enterprise Information Technology
Career Experience -- Volunteer Agreement

This is an agreement between Florida A&M University, College of Science and Technology, Department of Computer and Information Sciences, Enterprise Information Technology and the volunteer listed below. The purpose of this educational opportunity is for the EIT to gain personnel to assist with day to day activities with students who are majors in the technology field. It is a learning opportunity that will provide work experiences that will be beneficial to the volunteer upon graduation.

Volunteer Name: ...................................................................................................................
Semester: .........................................................................................................................
Start Date: ....................................................................................................................... 

Conditions of Agreement:

The volunteer is limited to the number of hours allowed to work
The volunteer must adhere to all rules and regulations of the EIT Department
The volunteer is responsible for submitting a summary of the experiences gained
The volunteer understands that this is a non-paid work experience
The volunteer agrees to adhere to, protect/preseve the confidentiality of information entrusted to them

Volunteer: ............................................ (Signature)
Date: .................................................................................................................................

Supervisor Name: ...........................................................................................................

The supervisor will provide adequate training for volunteer to perform duties.
The supervisor will maintain a record of hours worked.
The supervisor will conduct a professional performance review upon completion.

Supervisor: ____________________________________________
(Signature)

Date: ___________________________________________________________________