



Please provide the following information to help us make the best possible placement within Leyden Credit Union. We appreciate the time you spend in completing this form. You may include a resumé with this application; however, the application must also be complete.

Position applying for _____ Date of application _____

Name _____ Social Security # _____
 LAST FIRST MIDDLE

Address _____
 STREET CITY STATE ZIP

Home Phone # _____ Cell Phone # _____

Type of employment desired () Full-Time () Part-Time If Part-Time, hours per week desired: _____

Salary requirement: _____ Date available to start: _____

Are you eligible to work in the United States? () Yes () No

Are you 18 years of age or older? () Yes () No

How did you hear about our employment openings? _____

Have you ever worked for Leyden CU before? () Yes () No If yes, when _____

Have you applied for employment at Leyden CU before? () Yes () No If yes, when _____

Do you have any relatives that work for Leyden CU? () Yes () No If yes, who _____

What hours would you prefer to work? _____

Do you have any availability restrictions? _____

Do you have reliable transportation? () Yes () No

Have you ever been disciplined at a former job? () Yes () No If yes, explain _____

Were you ever fired from a job, or asked to leave? () Yes () No If yes, explain _____

Have you ever been convicted of a crime (felony or misdemeanor) in the past seven (7) years? () Yes () No
(Answering yes to this question will not automatically disqualify you for employment.)

If yes, please describe in full detail _____

Do you speak another language besides English? () Yes () No

If yes, please list: _____ Fluently? () Yes () No

EMPLOYMENT HISTORY

Provide the following information of your past (4) employers starting with the most recent.

FROM	TO	EMPLOYER	TELEPHONE #
EMPLOYER ADDRESS			
STARTING JOB TITLE/FINAL JOB TITLE	SUMMARIZE THE NATURE OF WORK PERFORMED AND RESPONSIBILITIES		
IMMEDIATE SUPERVISOR AND TITLE			
REASON FOR LEAVING	HOURLY RATE/ SALARY STARTING	ENDING	

FROM	TO	EMPLOYER	TELEPHONE #
EMPLOYER ADDRESS			
STARTING JOB TITLE/FINAL JOB TITLE	SUMMARIZE THE NATURE OF WORK PERFORMED AND RESPONSIBILITIES		
IMMEDIATE SUPERVISOR AND TITLE			
REASON FOR LEAVING	HOURLY RATE/ SALARY STARTING	ENDING	

FROM	TO	EMPLOYER	TELEPHONE #
EMPLOYER ADDRESS			
STARTING JOB TITLE/FINAL JOB TITLE	SUMMARIZE THE NATURE OF WORK PERFORMED AND RESPONSIBILITIES		
IMMEDIATE SUPERVISOR AND TITLE			
REASON FOR LEAVING	HOURLY RATE/ SALARY STARTING	ENDING	

FROM	TO	EMPLOYER	TELEPHONE #
EMPLOYER ADDRESS			
STARTING JOB TITLE/FINAL JOB TITLE	SUMMARIZE THE NATURE OF WORK PERFORMED AND RESPONSIBILITIES		
IMMEDIATE SUPERVISOR AND TITLE			
REASON FOR LEAVING	HOURLY RATE/ SALARY STARTING	ENDING	

If you are currently employed, may we contact your current employer? () Yes () No

Are there any previous employers you do not wish us to contact? () Yes () No

If so, please list _____

TIME UNEMPLOYED SINCE LEAVING SCHOOL

Period unemployed (give dates) _____

Reason for unemployment _____

EDUCATIONAL BACKGROUND

HIGH SCHOOL (NAME, CITY, STATE)

DID YOU GRADUATE?

DATES ATTENDED

BUSINESS OR TECHNICAL SCHOOL (NAME, CITY, STATE)

DATES ATTENDED

DEGREE EARNED

UNDERGRADUATE COLLEGE (NAME, CITY, STATE)

DATES ATTENDED

DEGREE EARNED

GRADUATE SCHOOL (NAME, CITY, STATE)

DATES ATTENDED

BUSINESS REFERENCES

If applying for your first job, you may give academic references.

NAME	HOME PHONE	WORK PHONE
ADDRESS		
RELATIONSHIP TO YOU		

NAME	HOME PHONE	WORK PHONE
ADDRESS		
RELATIONSHIP TO YOU		

SKILLS AND QUALIFICATIONS

Please indicate skills or experience you have.

() General Computer/Windows () Microsoft Word () Excel () Email

() Other Software: _____

() Customer Service () Telephone Skills () Switch Board, # of lines: _____

() Cash Handling () Safe Deposit Boxes () Intercom/Drive-Up Service

() 10-Key () Fax () Other Office Machines: _____

Other Skills/Experience: _____

Please list and give a brief description on how your experiences and qualifications could benefit our organization. Include specialty training, certificates, etc.:

Rate yourself on a scale of 1-10, with 10 meaning very strong, on each of the following character qualities:

Contentment ____	Diligence ____	Dependability ____	Attentiveness ____	Loyalty ____
Determination ____	Enthusiasm ____	Decisiveness ____	Patience ____	Sensitivity ____
Flexibility ____	Forgiveness ____	Orderliness ____	Punctuality ____	Discretion ____
Truthfulness ____	Obedience ____	Self-control ____	Tolerance ____	Adaptability ____

AUTHORIZATION AND DISCLOSURE

I certify that the facts contained in this application (and accompanying resume, if any) are true and complete. I understand that any false statement, omission, or misrepresentation on this application is sufficient cause for refusal to hire, or dismissal if I have been employed, no matter when discovered by Leyden Credit Union.

I understand that any employment is conditioned on a background check. I authorize Leyden Credit Union to thoroughly investigate all statements contained in my application or resume. I authorize my former employers and references to disclose information regarding my former employment, character, and general reputation to Leyden Credit Union, without giving me prior notice of such disclosure. In addition, I release Leyden Credit Union, any former employers, and all references listed above from any and all claims, demands, or liabilities arising out of or related to such investigation or disclosure.

I understand and agree that nothing in this application, or conveyed during my interview, is intended to create an employment contract. I further understand and agree that if hired, my employment will be “at will” and without fixed term, and may be terminated at any time, with or without cause and without prior notice, at the option of either myself or Leyden Credit Union. No promises regarding employment have been made to me, and I understand that no such promise or guarantee is binding upon Leyden Credit Union unless made in writing.

I understand that filling out this form does not indicate there is a position open and does not obligate Leyden Credit Union to hire. If hired, I agree to abide by all Leyden Credit Union company work rules, policies and procedures. Leyden Credit Union retains the right to revise its policies or procedures, in whole or in part at any time.

SIGNATURE

DATE

Leyden Credit Union
Employment For: Computer & Network Support Specialist

Based on your experience, please check all that apply:

- | | |
|---|---|
| <input type="checkbox"/> General Windows/Intel Hardware Knowledge, Experience & Troubleshooting (Including Teardown & Part Replacement) | <input type="checkbox"/> Adobe Acrobat Professional |
| <input type="checkbox"/> Basic IP Networking, Support, Troubleshooting | <input type="checkbox"/> Java Deployment, Troubleshooting & Support |
| <input type="checkbox"/> Windows XP / 7 / 8 (Professional) | <input type="checkbox"/> RAID-5 Experience, Troubleshooting & Support |
| <input type="checkbox"/> Windows Server 2003 | <input type="checkbox"/> Dell PowerEdge Server Hardware |
| <input type="checkbox"/> Windows Server 2008 R2 / 2012 R2 | <input type="checkbox"/> HP Laser Printer Hardware (Including Teardown & Part Replacement) |
| <input type="checkbox"/> Active Directory | <input type="checkbox"/> General Telephone Technical Support Skills/Abilities or Over-The-Phone Troubleshooting Experience |
| <input type="checkbox"/> Roaming Profiles | <input type="checkbox"/> PRI, SIP, or VoIP Telephone Systems |
| <input type="checkbox"/> Group Policy | <input type="checkbox"/> Project/Task Management |
| <input type="checkbox"/> DNS | |
| <input type="checkbox"/> DHCP | Please include any other hardware, software, technical experience, abilities, or certifications you have that have not been previously listed here. |
| <input type="checkbox"/> Network File Shares | <input type="checkbox"/> _____ |
| <input type="checkbox"/> Backup & Recovery | _____ |
| <input type="checkbox"/> Unix or Linux | |
| <input type="checkbox"/> IBM AS400/i5 | <input type="checkbox"/> _____ |
| <input type="checkbox"/> Microsoft Office XP, 2003, 2007, 2010, 2013 | _____ |
| <input type="checkbox"/> Microsoft Exchange Server | <input type="checkbox"/> _____ |
| <input type="checkbox"/> Microsoft Outlook | _____ |
| <input type="checkbox"/> Windows Server Update Services (WSUS) | <input type="checkbox"/> _____ |
| <input type="checkbox"/> Symantec Endpoint Protection Client/Server | _____ |
| <input type="checkbox"/> Cisco Router Security & Administration | |
| <input type="checkbox"/> VPN Setup, Security & Troubleshooting | <input type="checkbox"/> _____ |
| <input type="checkbox"/> General Network Security & Administration | _____ |
| <input type="checkbox"/> Basic HTML or CMS Web Site Maintenance (Raw HTML, Frontpage, InDesign, Etc) | <input type="checkbox"/> _____ |
| | _____ |

**LEYDEN CREDIT UNION
JOB DESCRIPTION
SYSTEMS OPERATOR**

LEVEL: 5
STATUS: NON-EXEMPT
REPORTS TO: OPERATIONS MANAGER

BASE EXPECTATIONS:

- Be available and ready to perform duties as scheduled
- Maintain and utilize procedure manuals
- Abide by all established policies, procedures and regulations
- Demonstrate versatility, i.e. handle different situations
- Willingness to gain product knowledge
- Adequately perform pertinent operational functions
- Represent the company in a positive way
- Maintain a professional appearance, manner and image
- Promote product usage
- Provide other functions as requested
- Be a Team Player

PRIMARY RESPONSIBILITIES:

(1) Ensure all technology related systems and services are operational at all times. Provide departmental technical support and assist with various situations or requests.

(2) Provide 1st level (primary) technical support to membership for electronic services (online banking, bill payment, mobile app, etc.).

SECONDARY RESPONSIBILITIES:

(1) Assist with plastic card services (credit & debit). Support internal operations as well as membership for technical support and assistance.

DUTIES AND RESPONSIBILITIES:

- Support, maintain, install, and troubleshoot hardware, software, network, security, connectivity, configuration and cabling and of all established technology related systems or services. Work with hardware and software support vendors as needed.
- Complete scheduled operational tasks
- Manage projects and assignments as directed
- Be reasonably available during non-business hours for company emergencies
- Store and/or secure backup media offsite daily
- Report unusual or urgent matters to management promptly
- Ensure completion of end of day/period processing & related tasks
- Secure the premises upon leaving nightly
- Assist in overall company and departmental goals
- Other duties as assigned

!! ATTENTION !!

Federal law prohibits a federally insured credit union from employing a person who has been convicted of a crime of dishonesty or breach of trust, or has entered into a pretrial diversion program, absent prior approval from the federal regulator. Please identify whether you have been convicted of any of the following crimes during the last ten (10) years:

- | <u>Yes</u> | <u>No</u> | |
|------------|-----------|--|
| [] | [] | Receiving or claiming gifts for procuring loans; |
| [] | [] | Theft, embezzlement or misappropriation of money, funds or securities; |
| [] | [] | Falsifying bookkeeping entries for loans, in exchange for compensation; |
| [] | [] | Submitting, false, forged or counterfeit statements or documents to NCUA; |
| [] | [] | Falsifying statements on loan/credit applications to overvalue land or property to federal agencies; |
| [] | [] | Knowingly concealing assets from NCUA liquidating agent; |
| [] | [] | Fraud; |
| [] | [] | Obstructing exam of financial institution by federal agency; |
| [] | [] | Money laundering; |
| [] | [] | Monetary transactions in property derived from specific unlawful activity; and/or |
| [] | [] | Participation in pretrial diversion program. |

PLEASE READ CAREFULLY BEFORE SIGNING

Leyden Credit Union is an equal opportunity employer. Leyden Credit Union does not discriminate in employment and no question on the employment application is used for the purpose of limiting or excluding any applicant's consideration for employment on a basis prohibited by local, state or federal law. I understand I am not required to provide Leyden Credit Union with any information about sealed or expunged conviction or arrest records.

I understand that by completing this application, Leyden Credit Union does not guarantee a job interview or an offer of employment. If employed, I understand that my employment is for no definite period of time and can be terminated at any time and for any reason by either Leyden Credit Union or me.

I have read and agree to the above and hereby certify that the facts I provided in my employment application are true and complete. If I misrepresent or deliberately leave out a fact in my application, I may be disqualified from further consideration or if employed, I may be dismissed immediately.

APPLICANT'S SIGNATURE

DATE SIGNED

CUSTOMER SERVICE QUESTIONNAIRE

(Please complete all of these questions. This will help us determine if you are the right person for this position.)

NAME _____

DATE _____

1) What is your definition of “Excellent Customer Service?”

2) How much experience/training do you have in customer service?

3) Name a store, restaurant, etc. where you have experienced “Excellent Customer Service.” Explain.

4) What made them different from other places?

5) If you owned your own business, what would your core values or motto be?

(CONTINUED)

