



ITS Instructional Assistant, Fall 2023

Thank you for submitting your application for the IA Program at Northeastern University Information Technology Services during our Fall 2023 recruitment cycle. After filling the following form, we will review your availability and qualification then get back to you with more information. Applicants are not to approach the Help Desk or directly contact ITS staff regarding their application.

Please ensure you are logged into your student account - follow-up communications will be sent to your student account email.

Follow-up communications will be sent via email from an ITS representative. Applicants who match our needs will be invited to a Canvas course next steps of selection process, and an interview will be offered to those who appear as ideal candidates for the program. Decisions made will be final.

Please put all responses in your own words. You may consult Northeastern ITS online resources. The usage (or suspicion of the usage) of the following resources may result in rejection from the recruitment effort.

- Use of any and all A.I. generated content
- Collaboration with any ITS employee or student employee
- Plagiarism from any resource, including copying ITS resources

About You



Please answer the following so we can learn a bit more about you.

1. What is your preferred name? *

Yash Bhatia


2. What is your current grade level? *

☐ Undergraduate

☒ Graduate

☐ Postgraduate

☐ Other

3. Which college are you in? * 

College of Engineering




4. What is your current major? * 

Information Systems

5. Please enter your expected graduation date * 

5/1/2024



6. Have you previously worked with Northeastern ITS? if yes, please specify the role you worked and during what time you held the position. 

No

7. Please upload a copy of your most recent resume (Non-anonymous question ⓘ) *





Employment Status and Work Preference



Please answer the following so that we can understand your situation and anticipate your needs accordingly. Please answer all these questions honestly - should misleading or false information provided in this or later screenings or interviews lead to your hiring, it will result in termination.

8. Will you be able to work On-Premise for the Fall 2023 semester in Boston? *



☒ Yes

☐ No

9. Which weeks, if any, would you be available on-site for training and semester operations? Please select an option only if you could conduct work on-site during any and all days of the time period. Select multiple if it applies. *



☐ Week of August 20th

☒ Week of August 27th

☒ Week of September 3rd

☒ Future, later weeks

10. What is your co-op status? Select multiple if it applies. *



☐ Currently in Co-op but ends before Fall 2023

☐ Confirmed Co-op in Fall 2023

☒ Actively Looking for a Fall 2023 Co-op

☐ Finished Co-op

☒ Co-op cycle in 2024 or afterwards

☐ Other

11. Do you have or plan to have another on-campus job during Fall 2023 semester? *



☐ Yes

☒ No

☐ Other

12. If you have selected "Yes" for the previous question, Please mention the other campus positions you are currently or will be working next Fall.

No

13. If our operations continue in the Spring 2024, will you be interested in continuing with us? *

☒ Yes


☐ No

☐ Cannot confirm with certainty at this time


14. On average, how many weekly hours can you work for ITS during the Fall 2023 semester? *

☐ 1-5 hours

- ☐ 6-10 hours
- ☐ 11-15 hours
- ☒ 16-20 hours

15. As an IA, you will never be scheduled for times you indicate you cannot work. While week-to-week and daily hours can vary, in general, what hours are you able and willing to work? Select all that generally work for you * 

- ☒ Weekday mornings, 6-10am
- ☒ Weekday late mornings, 10am to 1pm
- ☒ Weekday afternoons, 1pm to 4pm
- ☒ Weekday evenings, 4pm to 6pm
- ☒ Weekday nights, 6pm to 9pm
- ☒ Weekends

16. While you will be trained in both technical and customer service skills, do you have prior experience in technical support or customer service roles? If so, please briefly detail the role. * 

During my undergraduate studies in Engineering, I had the opportunity to gain experience in a technical support role. I worked alongside my uncle, who operates an institute offering IT training services to students, covering technologies like Python and Java certifications. My responsibilities included assisting students in the installation of necessary software for their certifications and troubleshooting any challenges they encountered while using the tools for the first time. By addressing these issues, I helped my uncle focus solely on delivering effective instruction to his students without any interruptions or distractions. This experience not only strengthened my technical skills but also reinforced the importance of providing

Personality Screening



Please answer the following to the best of your ability. In the event that you do not know the answer, please explain your process as appropriate. In the interest of both your time and our recruitment team's, no answer should be over a paragraph long, or roughly 200 words.

17. From your knowledge of this job and its operations, list three skills you believe are essential for the role of Instructional Assistant. For each, provide a single sentence on why this skill is needed. *

1. Technical and Troubleshooting Proficiency:

Instructional Assistants need to possess a strong technical skill set, including familiarity with classroom technologies such as zoom and teams, as their primary responsibility involves operating and troubleshooting the technology in classrooms. This skill ensures that they effectively help faculty and students with using these tools for a smooth learning experience.

2. Customer Service:

Customer service is crucial in this role as Instructional Assistants will be interacting with faculty and students regularly. Being attentive, approachable, and able to address their questions in a friendly and helpful manner is important to providing a positive and supportive learning environment.

3. Communication Skills:


Strong communication skills are vital for facilitating interactions with faculty and students. The ability to provide clear instructions on technology usage and addressing any technical issue that may arise during classroom sessions is vital for the role of Instructional Assistant.

4. Adaptability:

Instructional Assistants must be able to adapt to changing classroom environments and technologies. This skill ensures that they can effectively support faculty and students in a dynamic learning environment.

18. Briefly detail a personal experience in which **you were a customer** and received support that lead to a good customer experience for you. What makes this interaction stand out? *

During my initial week in the USA, I ordered a mattress for myself from Amazon. Unfortunately, upon opening the package and using the mattress for a day, I discovered that the mattress was defective. It was under Amazon's policy that if the mattress is once opened it cannot be returned and this made me worry too much. Concerned about the strict protocols related to mattresses in the USA, I called Amazon's customer service to inquire about a refund and return procedures. The lady who assisted me over the phone provided great support. She patiently listened to my concerns and guided me through the entire process step by step. She instructed me to cover the mattress with a plastic sheet and drop it off at a FedEx location. She even provided the necessary courier labels for the return. Throughout the process, her calming and reassuring communication style put me at ease. The way she took the time to help and support me through the return process made this interaction stand out as a great customer service experience. Her willingness to

19. A professor asks for assistance using a tool or application you have never used before. What steps do you take in what order to best prepare yourself to help them? * 

By being transparent, I will politely inform the professor that I have not used the tool or application before, but assure them that I will do my best to assist. Then I'll start by researching the tool online to gain a basic understanding of its features and functionalities. If possible, I'll set up an environment and explore the tool firsthand to familiarize myself with its interface and options. I'll even look for official documentation or user guides, related to the tool to deepen my knowledge and know more about the tool. Still If I encounter challenges while solving the issue, I will not hesitate to seek guidance from my colleagues or supervisor who may have

20. Assume you are an IA for the following scenario:

You are currently assisting "Professor 1" with Zoom issue for her upcoming class. As you are helping, you get a second request from a very stressed "Professor 2," who has a class in under five minutes and is experiencing an issue with the microphone in his classroom.

What steps do you take to assure both customers are supported? * 

As an Instructional Assistant, my priority is to provide support to both Professor 1 and Professor 2 in an efficient and helpful manner.

Since I am currently assisting Professor 1 with a Zoom issue, I will acknowledge their request and let them know that I will be momentarily attending to another urgent request.

Considering Professor 2 has a class in under five minutes and is experiencing a microphone issue, I will prioritize their request to resolve the time-sensitive matter promptly.

I will ask Professor 2 for some specific details about the microphone issue, such as whether it's physically connected, if the settings are correct, or if it's a technical problem with the classroom's equipment.

Based on the information provided by Professor 2, I will offer troubleshooting steps to resolve the microphone issue as soon as possible.


If Professor 1 is experiencing a simple Zoom issue that can be resolved quickly, I will provide the necessary guidance or instructions while also attending to Professor 2.

If Professor 1's Zoom issue requires more in-depth troubleshooting, I will inform them that I am temporarily handling an urgent matter but will return to continue assisting them as soon as possible.

If Professor 2's issue still persists even after troubleshooting, I will reach out to my supervisor and ask them to look into this matter so that the issue can be addressed effectively as soon as possible.

Once Professor 2 confirms that their microphone issue is resolved or that they have a workaround for their class, I will check back with Professor 1 to ensure their Zoom problem has been resolved or provide further assistance if needed.

Throughout the process, I will maintain understanding toward both professors,

21. Assume you are hired into the IA Program. What skills or experiences do you seek during your time working in the program? * 

1. Technical Expertise: I would try to develop my understanding of the technology used at the university including zoom, teams, and canvas. As this would involve becoming proficient in operating and troubleshooting these tools.
2. Customer Service Excellence: Understanding the importance of customer service in this role, I would seek to provide positive environment for students and faculty. I would aim to be approachable and patient in addressing their issues and concerns.
3. Time Management: With the expectation of committing 15 to 20 hours during peak times, including the start of semester, I would prioritize time management skills. I would aim to balance my academic responsibilities, work commitments, and personal life to meet the demands of the role.
4. Collaborative Teamwork and communication skills : As Instructional Assistants work closely with leads and supervisors, I would focus on developing a spirit of collaboration and teamwork. This would involve effective communication, mutual support, and the ability to work together.
5. Networking: As I would be working with my supervisors, I would seek for

Acknowledgement



22. I hereby acknowledge that the above information provided is true and correct to the best of my knowledge. I understand that false or misleading information provided may cause for denial of employment from ITS Recruitment efforts or may lead to immediate termination if hired under false pretenses. *



☒ Yes, I Agree

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