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| **Employment Application** | | | | | |
| **Position Title:** | | Network Support Associate | | | |
| **Position ID:** | | IKIT.NSA.02 |  | | |
| *Important: Your ability to complete the application form fully and accurately and submit it in a timely manner is part of our assessment process. This form must accompany your CV to* [*careers@yempo-solutions.com*](mailto:careers@yempo-solutions.com) *with the position title as subject.* | | | | | |
| **Personal Information** | | | | | |
| **Full Name** |  | | | **Preferred Name** |  |
| **University Course** |  | | | **Date of Birth** |  |

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| Employment History |
| Are there any responsibilities not listed on your CV that are relevant to this position? |
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| Availability |
| **How soon can you start?** |
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| Relevant Experience | | |
| Indicate your experience level in each of the following. Note they are not all mandatory skills for the role.  ***0****: No knowledge. -* ***1****: I’ve heard of it. -* ***2****: I have some exposure. -* ***3****: I have skills in this area. -* ***4****: I have great skills. -* ***5****: I’m an expert* | | |
|  | My Skill Level | Years of Experience |
| Providing client support and technical issue resolution via email, phone and other electronic medium/tool |  |  |
| Working with Australian or British clients |  |  |
| Knowledge of desktop support, remote access technologies and basic Windows and Microsoft office configuration |  |  |
| Knowledge and understanding of Cloud environment |  |  |
| Microsoft Office 365 experience |  |  |
| Knowledge and understanding in system networking |  |  |
| Firewall and Network Configuration |  |  |
| Active Directory |  |  |
| Microsoft Exchange |  |  |
| Microsoft SharePoint |  |  |
| Microsoft Windows Server Support (2003, 2008, 2012) |  |  |
| Virtual cloud IT support based on VMWare and HyperV |  |  |
| Supporting physical and virtual network environments |  |  |

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| Working Examples |
| **I demonstrated my *exceptional problem solving skills* in the following specific situation:** |
| Describe the situation in as much detail as possible: |
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| Describe what specific actions you took in this situation: |
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| What was the outcome? |
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| **I demonstrated my *commitment to customer service* by going “over-and-above” in the following specific situation:** |
| Describe the situation in as much detail as possible: |
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| Describe what specific actions you took in this situation: |
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| What was the outcome? |
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| Training Courses / Certifications |
| Tell us about training courses you’ve completed or certifications you’ve achieved. No need to enter your skills. |
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| Remuneration Requirements |
| **Your current salary per month, in PHP** |
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| **Any other financial benefits you receive?** |
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| **Any special tax rate (eg ROHQ 15%)** |
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| **How can you demonstrate your current salary?** |
| **☐ Payslip**  **☐ Contract** |
| **What is your desired salary for this position?** |
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| Job Search Feedback |
| Tell us how you found out about this position: |
| **☐** JobStreet  **☐** Cebu Jobs  **☐** Mynimo  **☐** Linked In  **☐** Facebook  **☐** Yempo website  **☐** My friend: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  **☐** Other: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| Were you referred by a Yempo employee? Please provide their name as they will be eligible for a bonus if you are successful. |
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| **HMO Coverage** |
| If your application is successful, you are eligible for HMO from commencement. To facilitate your onboarding, the following information will assist us. Note that this is NOT taken into consideration for your suitability for the position, only for preparation of your contract. |
| I currently have HMO coverage with \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (tell us the HMO company) |
| I currently have \_\_\_\_\_\_\_\_\_\_\_\_\_\_ dependents covered (tell us how many) |
| I have a total of \_\_\_\_\_\_\_\_\_\_\_\_\_ dependents. |

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| **Background Verification** |
| **☐** All the information on my CV and Application Form is true and correct. Should I be successful in my application, I understand that errors and omissions are considered a grave offence under the Yempo code of conduct and are grounds for dismissal. Please tick box to confirm. |
| The following individuals from two of my most recent employment can be contacted to confirm that my employment record is true and correct:   |  |  |  |  | | --- | --- | --- | --- | | **Name** | **Relationship** | **Email** | **Phone** | |  |  |  |  | |  |  |  |  | |