Client Services Assistant & E-rate Coordinator Questionnaire

Applicant Name: ____________________________

E-Mail Address: ____________________________

Availability Date: ____________________________

Thank you for your interest in the Client Services Assistant & E-rate Coordinator position with the Alabama Supercomputer Authority (ASA).

ASA will evaluate your resume and your response to this Questionnaire to determine if you are among the best qualified for this position. Your responses are subject to verification. Please review your responses for accuracy before you submit the completed questionnaire.

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<tr>
<th></th>
<th>YES</th>
<th>NO</th>
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<tbody>
<tr>
<td>1. Do you have the bachelor’s degree from an accredited educational institution authorized to grant baccalaureate degrees in Business, Marketing, Education or Information Technology?</td>
<td>Yes</td>
<td>No</td>
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<tr>
<td>If NO, please provide work experience that would qualify you for this position and should be considered by ASA?</td>
<td>Use separate page for thorough explanation for consideration.</td>
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2. Do you have experience in the FCC E-rate Schools & Libraries Program?

Rate your experience:

- Beginner
- Intermediate
- Advanced

How many funding years have you participated in the program?

- 0
- 1-3
- 4-6
- 7-10
- 11+

What was your role(s)?
What type training opportunities do you participate in to stay current with E-rate program rules, procedures and changes?

Provide examples of your interaction with the E-rate program.

What document do you use to understand eligible services within the E-rate program each funding year?

What FCC form do you file first with the E-rate Schools & Libraries Program to begin the process of acquiring discounts for eligible services?

What do you find challenging about the E-rate program and how do you overcome that challenge?

How often do you navigate the USAC Schools and Libraries website and for what reason(s)?

Are you set up as a user in EPC for your organization?

3. Do you have experience in -

   Customer service activities

   Marketing

   Information technology
If YES, elaborate on your experience for each area.

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<td>4. Do you enjoy interaction with other people?</td>
<td>If YES, do you think you interact better by telephone, email or face to face? Elaborate on the size of groups you have interacted with in your work experience.</td>
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<td>5. Do you think you do well handling multiple tasks at the same time?</td>
<td>If YES, elaborate on your abilities in this area.</td>
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<td>6. Do you consider yourself as having a comprehensive knowledge of various software such as:</td>
<td>Windows Word Excel Outlook PowerPoint Databases (if yes, please elaborate)</td>
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<td>7. Elaborate on why you think you would be a good fit for this position.</td>
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Your responses to the Questionnaire, along with your resume and all supporting documentation are subject to evaluation and verification to ensure accuracy. Please take this opportunity to review your responses to ensure accuracy.

Include additional pages for responses where necessary.

I verify that all of my responses to this questionnaire are true and accurate. I accept that if my supporting documentation and/or later steps in the selection process do not support one or more of my responses to the questionnaire, I understand I may be rated lower and/or I may be removed from further consideration.

________________________________________
Applicant Signature

________________________________________
Date