**Pre-Screening Questions:**

1. Do you have experience working in Customer Service?

* None to Less than 1 year
* 1-3 years
* 3-5 years
* 5 or more years

Briefly describe your experience working in customer service. If no experience, please answer N/A.

1. How many years of experience do you have responding to customer inquiries and resolving problems remotely via telephone or Microsoft Teams?

* None to less than 1 year
* 1-3 years
* 3-5 years
* 5 or more years

Briefly describe your work experience responding to customer inquiries and resolving computer problems remotely. If you have no experience, please enter n/a.

1. Briefly summarize your customer service skills with resolving computer related issues that will make you a successful candidate for this position. If you have no experience, please enter n/a.
2. Do you have experience working for the State of Michigan?

* Yes
* No

Briefly describe your experience working for the State of Michigan. If no experience, please answer N/A.