

# Recommendations for Employee Computing Skills

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Nearly every job at Westminster requires some use of computing technology. To help supervisors make informed decisions when hiring staff, the Westminster Information Technology department has provided this list of recommended computing skills.

We encourage supervisors to explicitly require these skills in both the job posting and job description as well as any additional computing skills required for the position. Please contact us if you would like help taking an inventory of the necessary computing skills for a particular position.

## ***Campus Training Resources***

Westminster has several resources available to help employees improve their technical skills. Please note that the IT department does not have the resources to provide training for staff that can not perform the core computing skills outlined below. Work-study and student employees must receive technical training related to the specific job from his or her immediate supervisor.

- **New Employee Computer Orientations.** All new employees meet once with a member of the IT support staff for an overview of the Westminster computing network.
- **IT Support Phone.** All Westminster faculty, staff, and students are welcome to call the IT Support Phone at (801) 832-2023 during regular business hours for basic technical support.
- **Faculty Technology Center.** For Westminster faculty and adjunct professors, the FTC regularly offers hands-on workshops for enhancing teaching with technology. Faculty are welcome to drop-in or schedule individual appointments.
- **Staff Technology Workshops.** The IT department schedules workshops for staff covering software the college uses to conduct business. Supervisors are welcome to contact IT to set up departmental workshops.
- **Help Files and Electronic User Manuals.** Employees are encouraged to refer to the help files within individual software programs. The Microsoft Office help files are particularly useful and include free online tutorials. Employees should also utilize the library's resources to access full-text electronic user manuals, training guides, and technical books available for checkout.

## ***Core Computing Skills***

All employees are expected to be able to type, and in cases where the employee will be entering numbers, he or she should be able to ten key. Prior to being hired by the college, new staff should be able to perform the following functions without assistance:

1. **Perform Electronic File Management.** All employees should be able to find, open, drag-and-drop, copy, move, rename, and delete both files and file folders. They should be able to identify common file types such as .doc and .xls. They should also be able to recognize large file sizes and their implications such as longer print time. Experience working in a networked computing environment is desirable.

- **Example Software:** Windows Explorer or “My Computer”, “Finder” on Macintosh
  - **Skill Demonstration:** Contact IT for a competency checklist called “Windows Fundamentals.”
  - **Questions to Ask:** “Where do you save your work? How would you organize your work files? How do you know which program opens a particular type of document? What is the difference between a kilobyte and a megabyte? How do you go about finding a document that you saved somewhere but can’t remember where?”
2. **Use Email and an Electronic Calendar.** All employees should be able to create, send, open, forward and reply to email. They should be able to open, save, attach, and send attached files. All employees should be able to make appointments in an electronic calendar.
- **Example Software:** Novell GroupWise, Microsoft Outlook, Lotus Notes, Macintosh “Mail”
  - **Skill Demonstration:** Contact IT for a competency checklist called “Using Email.”
  - **Questions to Ask:** “Send me an email. Send me your resume by email. Please reply to this message. What is your email address? How would you schedule an appointment for our office?”
3. **Use a Word Processor.** All employees should be able to create, edit, save, and print a word processing file.
- **Example Software:** Microsoft Word, Corel WordPerfect
  - **Skill Demonstration:** Contact IT for a competency checklist called “Using Microsoft Word.”
  - **Questions to Ask:** “How would you create a memo? How would you print multiple copies? How would you transpose two paragraphs? How do you change margins? How do you change font type and size? How do you check spelling and grammar?”
4. **Use a Web Browser.** All employees should be able to open a web browser, navigate to a specific web address, add a bookmark (“favorite”), and use a search engine such as Google.
- **Example Software:** Internet Explorer, Netscape, Firefox, or Macintosh “Safari”
  - **Skill Demonstration:** Contact IT for a competency checklist called “Using the Internet.”
  - **Questions to Ask:** “What is Westminster’s website address? What news or informational websites do you frequently visit? How do you bookmark a website? How do you find websites? How do you find particular information on the Internet?”

## ***Additional Computing Skills***

Depending on the job tasks, supervisors may wish to require some or all of the following skills:

- **Word Processing Software (Microsoft Word):** setting margins and tabs, formatting text, inserting graphics, creating sections, creating and using styles, inserting a dynamic table of contents, creating headers/footers, using tables, creating forms, basic mail merge, and tracking changes.
- **Spreadsheet Software: using (Microsoft Excel):** working with multiple worksheets within a workbook, creating , performing simple and advanced calculations, formatting data, performing advanced calculations, creating basic macros, using data sorting data, using pivot tables to examine data, and linking data between applications.
- **Presentation Software (Microsoft PowerPoint):** creating a basic slideshow, using design templates, inserting graphics, creating non-linear slideshows, using multimedia, inserting movies and sounds, adding hyperlinks, and working with the slide master to customize designs.
- **Using a College Administrative Database (preferably experience with a Datatel or PeopleSoft institution, not something like Microsoft Access):** basic understanding of what a database is, using a keyboard to navigate a text-only interface, performing basic record lookup and data entry, running pre-written queries and paragraphs, printing data, and downloading data to a file.