Applicant Site FAQs

- How do I find out what jobs are available at the University of Alaska?
  - All job postings within the University of Alaska are available 24 hours a day at http://careers.pageuppeople.com/751/cw-en-us/listing/and. These positions are located at the three main UA Campuses, Anchorage, Fairbanks, and Juneau, as well as all the rural campus within the state. Recent job postings can also be found at State of Alaska Job Service Employment Offices and the Stat of Alaska Job Center Network.
- How do I apply for a job at the University of Alaska?
  - Click on the job posting you wish to apply for. Once inside the job posting, click the "Apply Now" button. To begin the online application you will need to either login to UA Careers with your applicant login information, or create an account by following the prompts.
- What if I am having problems logging in to UA Careers?
  - Password: Locate the **Login** button at http://careers.pageuppeople.com/751/cw-en-us/listing/and select the **Don't know your password?** Link. Enter the e-mail address used to create your account and click **OK.** An email will be sent to that email address that will include instructions on how to reset your password.
- Can I fax, mail, or email my application and resume?
  - Unfortunately, we no longer accept applications via fax, mail or email. If you do not have access to a computer or the web to apply for positions, you may visit any UA Human Resources office and use their computer. In addition, UA campus libraries and most public libraries also have Internet capability for public use. If you have difficulty finding Internet or computer access, or if you need assistance with our on-line process, contact the nearest campus Human Resources office. The campus Human Resources contact information can be found here. (http://www.alaska.edu/files/hr/contact_us.pdf).
- Can I apply directly with the department or hiring manager?
  - No. The University of Alaska's UA Careers, is the central intake point for all University vacancies. Only those applicants applying through the UA Careers website will be considered. However, applicants are encouraged to contact departments to inquire about open positions and to express their interest.
- How long can I use my online application to apply for vacancies?
  - Resumes and other documents remain in UA Careers as long as you have an active profile. A new application will need to be filled out for every job vacancy that you are applying for. The application will pull information from your resume, such as; name, address, previous employer, and some others.
- Can I partially complete my application and finish completing it later?
  - Yes, once you have entered in a password for your account creation you can save the application at any time. Click the, "Save and Exit" button at the bottom of the screen to save your application and complete it at a later time, just use the login information to complete it.
- What if I don't have a resume?
  - If you don't have a resume, you can use the resume templates that we have incorporated into the site. Simply save the functional resume template or chronological resume template to your desktop, complete it, and upload it to the application when you apply. Microsoft Word also offers resume templates that can accessed by typing "resume" into the help command line.

- How do I include my resume, cover letter or other documents with my application?
  - When beginning an application you will be prompted to upload documents such as your resume, cover letter, letters of recommendation. Once you have set up an account you can upload other resumes and supporting documents to use on later applications. Any documents you upload will be saved to your account.
- What if I have attached the wrong document?
  - If you have attached the wrong document after submission of the application, withdraw the application and reapply uploading the correct document.
  - If you have attached the wrong document prior to submission go to the "Documents Upload" breadcrumb at the top of the screen, and delete the incorrect document(s) and upload the correct one(s).
- How do I customize my application/resume for each job?
  - For each job posting you apply to you will be presented with the opportunity to attach your customized resume, cover letter, etc. Since you cannot modify your application or attachment packet after you have submitted the applicant, unless you choose to withdraw it and create a new application, so you will want to be sure the information is correct.
- How can I spell check the free text I have typed into my job application?
  - If you type any free text on the job application, the UA Careers system will automatically spell check for you and denote it in the text field prior to submission.
- How often should I update my application packet?
  - Every time you apply for a new position you should review your existing application. Many applicants prefer to customize their resume, cover letter, application, and other documents for each position.
- Can I complete an application packet even though I'm not applying for a specific posted job vacancy?
  - Yes.
- What type of web browsers are required to support this site?
  - Internet Explorer 9,10,11
  - Firefox
  - Chrome
  - Safari
- How do I ensure my information is secure?
  - Do not give out your username and password.
- How soon will I be notified of my status?
  - Once you have submitted an application to a job vacancy you will be able to view the status on the homepage of your UA Careers Applicant account. The application status, "Application under Review" shows that the application has been received and is under review.
- Why is it important for me to provide an email address?
  - The University of Alaska relies on email to send communications to our applicants and newly hired employees so it is important that you keep your email address up-to-date. Email communications will be sent to you from the email address syhr@alaska.edu. To ensure these emails are delivered to your inbox, please add syhr@alaska.edu to your address book.
- How long does it take to fill a position?

- The time it takes to fill a position varies greatly dependent on numerous variables, which includes recruitment and position type, advertising time, etc. Fortunately, you can view your status for a position 24/7 online.

- How do I address my cover letter?
  - It is acceptable to use the generic introduction of "Dear Sir or Madam" or "To Whom It May Concern" when addressing your cover letter.

- I had established an account in the former applicant system, UAKjobs, and now my username/password is invalid. How do I access my old information?
  - As a result of UA's move to the new UA Careers applicant system, any previous applicant accounts that were created in the former UAKjobs system are no longer accessible. Applicants will need to create a new account in order to apply for positions and upload all supporting materials.

- How do I set up an account in UA Careers?
  - To create an account, click **Apply Now** from within the job posting that you are interested in. You will prompted to enter a valid email address to create an account. Within the "Personal Details" section of the application, you will create a password for your account that you will use every time you log into the system. Please use the same email for every position you apply for.

- I made a mistake in my application, how do I correct it?
  - Prior to the posting closing, you can choose to withdraw your application by clicking the red **Withdraw** button to the right of the job on the homepage and then resubmit the application to that particular job posting. In the event that you need to make corrections after the closing date of the job, please contact the Human Resources (link to updated HR contacts page).

- Can I withdraw my application once I have submitted it for a specific job posting?
  - Yes, you may withdraw your application after submission. Log in to your account and click the red **Withdraw** button. If you would like to resubmit your application, you must do so prior to the job closing.

- How does the hiring process work?
  - If you possess the basic qualifications for the position, as indicated by your application, your information will be reviewed by the hiring authority or search committee, as applicable. After the hiring authority or the search committee review your application you may be contacted for an interview. If you successfully complete the interview process, the hiring department will check references, conduct a background check, and perform post-offer "things".

- Am I required to fill out all the fields on the application?
  - All applications will have some fields that are required and if these are not completed you will not be able to submit your application. These Required fields are indicated by and asterisk "✱"following the field title and the system will prompt you to complete those fields before submitting. The other fields are not required; however, it is highly recommended that applicants complete all fields and sections of the application.

- How long will it take to complete the application?
  - Time to complete the application is varied by the detail that the applicant provides in the application. To complete the online application takes approximately 30 minutes. To expedite this process have available necessary information, i.e., previous employers, education, certifications, and documents to be attached (if applicable) prior to starting the application process.

- Can I apply for more than one job at a time?

- ○ Yes, apply to any postings that you feel qualified for and interested in. Each job will have to use a different application, you cannot select multiple jobs to apply for at once, with the same application.
- How long are positions open/available to apply for?
  - ○ In most cases, jobs are open to applicants for two to three weeks.
- I missed the job closing date, can I still apply?
  - ○ Once the job closing date has passed, applications are no longer allowed to be submitted or considered for the position.
- Are background checks performed for new employees?
  - ○ Background investigations are required for all regular and temporary faculty and staff positions. In some cases, additional types of background investigations may be required such as credit check, motor vehicle report or drug screen. Human Resources administers the required checks through a third-party vendor.
- Can I change my password? Can I update my name, email or address on my account?
  - ○ To change password: When logged in to the applicant site you can update your password. In the top right corner of the screen select the **account** button. From the dropdown select **Change Password**. Follow the prompts to create your new password.
  - ○ To update profile: When logged in to the applicant site you can update your profile information by selecting **update profile** from the top right side of the home screen.
- How do I check the status of a job I already applied for?
  - ○ On the homepage of the applicant site, there will be a list of all the jobs you have filled out an application for and listed under the job title will be the current status of your application.
- Special Accommodations
- What if I don't have a resume ready at the beginning of the application stage?
  - ○ You can upload your resume at anytime to the **Documents Uploads** tab. The application will require you to upload a resume prior to submission of the application.
- What does the employment status mean?
  - ○ The employment status is asking you about your employment status with the University of Alaska. If you have been an employee with the University of Alaska previously, enter your UA ID, if you were previously a student enter that UA ID, or if you were given a UA ID for any reason, enter that into the field.
- What if I was a student at the University of Alaska, but not employed there?
  - ○ If you have been or are a student at the University of Alaska, enter that UA ID number into the correct field.
- Do I have to have a google account or dropbox to upload my resume, cover letter, or other documents?
  - ○ You are not required to store your documents in google or dropbox. These are just optional places to upload your documents from.
- If I uploaded my resume when I first applied do I have to do it again in the **Document Uploads** tab?
  - ○ Once you have uploaded your resume into the system you do not have upload it again, unless you want a newer version of your resume in the system.