



## Frequently Asked Questions (FAQs)

### What is HEROES?

HEROES is Oregon Tech's recruitment website. HEROES stands for Hootie's Employee Recruitment, Onboarding, & Exiting System. (Hootie the Owl is Oregon Tech's mascot.)

### How do I apply for positions at Oregon Tech?

All of our positions are posted on our jobs website at <https://jobs.oit.edu/>.

If you do not have an account, click "Create Account" from the panel on the left. If you already have an account on our jobs site, login using the "Login" option from the panel on the left.

Once you have logged in, you may search for jobs using the "Search Jobs" option from the panel on the left. Search for positions using keywords or by department or college / division.

To apply, click on the job title and then click "Apply for this Job" located at top of the posting to start the application process.

### What happens after I submit my application?

When you submit your application via the HEROES website, your application information will immediately be entered into consideration for the position(s) to which you applied. The assigned search committee and hiring department reviews submitted applications, comparing the information to the advertised requirements, preferences, and needs of the position to determine which applicants to contact for interviews.

If you are selected for an interview, the hiring department will contact you directly.

### Do I complete a new application for each position that I apply to?

No. The standard online application information (personal information, references) is stored electronically after you initially complete the application. As you select positions to apply to, you will have the option to update information before submitting applications.

Any additional information required for a specific posting, such as a resume and/or responses to supplemental questions, will be noted in the Special Instructions to Applicant, Supplemental Questions, and/or the Applicant Documents section(s).

The Check for Errors and Submit section of the application will display an error message if any area of your application for a particular posting is incomplete.

### How long is a position open to receive applications?

In general, if a posting is still on our jobs website, it is still open to receive applications. The earliest date that a position may close for new applications is indicated by the "Application Screening Begins" date on the posting. Postings may remain open beyond this date in order to continue recruitment and accepting applications; however, vacancies open past the Application Screening Begins date may close at any time.

### What is the status of my application? Has the position been filled?

You can check on the status of your application by logging in to the <https://jobs.oit.edu/> website. Once you log in, go to "Your Applications" located in menu at the top left corner of the screen. The statuses you might see are listed below:

- In Progress – Your application is complete and has been successfully submitted. The search committee is in the process of reviewing applications and your application materials are under consideration.

- No Selected – The search committee reviewed your application materials and decided not to move forward with further consideration.

### **There is a problem with my application. The system indicates that my application is incomplete. What can I do?**

If the system indicates that your application is incomplete, here are a few things to check that may resolve the issue.

- The “Check for Errors and Submit” at the end of your application will identify any sections of your application that need corrections or additions. Completed sections will appear with a green check mark. Sections that require attention will be marked with a red X. To address sections with a red X, click on the header section and it will take you to the page and a red banner at the top of the page will note the fields that require attention. In addition, these fields will be surrounded by a red box.
- If all boxes are complete, a date may be entered incorrectly. Use the drop down calendar to fill in date fields rather than keying in by hand; the system is sensitive to date formats. A format of MM/DD/YYYY is required for the system to accept a date. Example 07/17/2016. If you do not remember the exact day, please choose 01.
- Another common issue that causes these error messages is extra (blank) Education and/or Employment History or Professional Reference fields. Removing these blank entries will allow you to complete the application. To remove an entry, navigate to the bottom of the blank entry, click on the “Remove entry?” checkbox, and then click on the “Save changes” button.

If you continue to experience issues when trying to apply, please contact the Human Resources team at 541.885.1120 or [oithr@oit.edu](mailto:oithr@oit.edu).

### **I forgot my password and/or username. What should I do?**

Go to the login screen and click “Forgot your username or password?” located above the “Log In” button. You will be prompted for your email address or username and asked to answer the security questions you created when setting up your HEROES application account. Follow the prompts on the screen to reset password or have the system to send you your username to the email address used to create your account.

If you have difficulty in resetting your password or retrieving your username, contact Human Resources at 541.885.1120 or [oithr@oit.edu](mailto:oithr@oit.edu). Please note that Human Resources may ask you questions about your account in order to verify your identity.

### **I found a posting that I am interested in; however the “Application Screening Begins” has passed. Can I apply to this position?**

If the posting is still on HEROES <https://jobs.oit.edu/>, then the position is still open and accepting applications. You may apply for this position.

### **Can you give me more information about the job, the hiring department, search committee, or the hiring official?**

We cannot provide names or contact details for search committee members or hiring managers. In some cases, the posting may provide a contact person for more information or additional questions. If your interest is to primarily identify to whom to address your application materials, it is acceptable to address materials using “Dear Hiring Official” or “Dear Search Committee”.

### **What is the hiring range or salary range for this position?**

Some positions have well-defined salary ranges. Unfortunately, not all do. If the posting does not disclose the salary range, we do not have any additional information. We encourage you to apply for this position. It is likely that the hiring department can provide more information regarding salary further into the recruitment process.

### **The posting did not allow me to attach additional documents. Where can I send additional documents or a follow up letter?**

Not all postings allow candidates to attach additional documents to their application. If a posting requests additional documents to be uploaded with an application, the document type(s) will be noted at the bottom of the posting under the heading “Application Documents”.

The documents listed, if any, are the only documents that will be accepted as part of an application for a particular posting. Additional relevant documents may be shared at the time of interview and may also be requested as the recruitment process moves forward.

**How do I make changes or update documents attached to my application? OR I answered a supplemental question incorrectly. Can I make changes?**

Changes can be made as long as the recruitment is still posted but will require assistance from Human Resources. Human Resources can be reached at 541.885.1120 or [oithr@oit.edu](mailto:oithr@oit.edu). Be prepared to provide your username and information about the posting (working title, posting number, department, etc.) for the application you need to update.

**How long will positions I applied to remain in the Your Applications display?**

Your applications will remain in the list until you archive it or until the posting has been purged from the system (typically after 3 years). You can archive applications by clicking on the Archive link located below the job title.

**I am on the “Your Applications” page but I cannot see the status of my application(s). Where are they?**

On the “Your Applications” page, there is link at the bottom of the page that says “Show Your Hidden/Archived Applications”. Click the link to see any of your applications have been archived. You can un-archive applications by clicking on the “Unarchive” button under the job titles of your archived applications. Archiving an application has no effect on an application status.

**What is the maximum allowable document size for an attachment?**

The maximum allowable document size for an individual attachment is 9MB.

**I’m having problems attaching documents. What can I do?**

Our testing has indicated that Firefox or Google Chrome work best with our online employment system.

Not all postings require additional documents. Please check the “Application Documents” section of the posting for which documents, if any, are required and/or optional.

When attaching documents, the status of documents will say “PDF Conversion in Progress”. This process should not take more than a minute or so. You may need to refresh your browser to update the page. When complete, this status will change to “PDF Conversion Complete”.

Official Transcripts are often password protected and/or encrypted. Our system cannot accept these files due to the protection. In order to submit such files, please print the transcript, scan it as a PDF file, and then attach it.

If you continue to experience issues, please contact Human Resources at 541.885.1120 or [oithr@oit.edu](mailto:oithr@oit.edu).

**How do I know if I am qualified for a position when looking at the job posting?**

When looking at postings, pay particular attention to three important fields: Minimum Requirements, Additional Requirements, and Preferred Qualifications.

Qualified applicants must meet all of the requirements in the Minimum Requirements and Additional Requirements fields to be considered for a position. The most qualified applicants will also meet some or all of the qualifications listed in the Preferred Qualifications field.

**Can I submit a paper application?**

Oregon Tech **only** accepts applications for employment electronically via the HEROES website <https://jobs.oit.edu/>.

Our jobs site is configured to be accessible for individuals with disabilities and useable by technology like screen readers. However, should you require an accommodation to the electronic application process due to disability, please contact Human Resources at 541.885.1120 or [oithr@oit.edu](mailto:oithr@oit.edu) for assistance.

### **How long should I expect to wait until I hear back once I've submitted my application?**

The duration of the recruitment process at Oregon Tech can vary dramatically depending on many factors such as the number of applicants, the availability of the search committee members, etc.

In addition, a majority of the day-to-day recruitment and selection process occurs within the individual departments. While search committees are encouraged to communicate with applicants as quickly as possible, it is not uncommon for recruitments to last weeks or even months for our more complex recruitments. You may check the status of your application online at <https://jobs.oit.edu/>, and going to "Your Applications" located in the menu on the top left corner of the page.

### **Can I submit an application through Indeed, LinkedIn, or a similar site?**

No. Oregon Tech uses its own application for Staff Employment. External applications are not used by the university.

### **How do I withdraw my application?**

If you need to withdraw an application in order to accept another job or are no longer interested in the position, go to the Your Applications section, find the application you wish to withdraw, click on the Withdraw Application link located under the Status heading, and then click on the "Yes, withdraw this Application" button.

### **I accidentally withdrew my application and the system won't let me reapply. What can I do?**

Please be extremely careful when withdrawing your application from a job opening because once you have applied to a job opening, the system will not allow you to reapply. Please do not create a new account and apply using the new account. Contact Human Resources at 541.885.1120 or [oithr@oit.edu](mailto:oithr@oit.edu) if you have further questions.

### **I can't access the system from my computer. What should I do?**

It's possible you may be experiencing a problem specific to your computer or internet connection. You should try and access HEROES from a computer at another location such as a public library, work, or a friend/family member's home to eliminate the possibility of problems with your own computer or internet access. We are not able to assist you in troubleshooting individual computer problems.

Public access computers are available through the Klamath County Library Service District, Wilsonville Public Library, and other public library and resource locations. Community members are welcome to use computers and the internet through the Oregon Tech Libraries.

If you experience problems after attempting to access our system from more than one computer at different locations, please report the problem to Human Resources at 541.885.1120 or [oithr@oit.edu](mailto:oithr@oit.edu).