

Applicant Frequently Asked Questions

1. How do I view job postings and apply for vacant positions?

You may view all job postings and apply for a position on any computer with Internet access. Computer workstations are available Monday – Friday, 8:30 A. M. – 4:30 P.M. located at 500 W. University Ave. Administration building 1st floor, Human Resources Office. Public computers may also be accessed at many local libraries or Texas Workforce *offices*. Visit our website at www.utep.edu/employment

Please allow at least 30 minutes to fill out a new profile, as well as add information on education, experience, certifications, and preferences. Have all your documentation, such as work history and resume, ready to input. There also may be other questionnaires to answer.

2. Can I mail a copy of my resume?

We do not accept resumes for unsolicited positions. Please use our online application process to submit your resume for any open position. Once your information is in our database, you will use the same profile for any future position you want to apply for. Remember your username and password for future use.

3. Can I apply directly with the hiring department?

No. The online system is the centralized intake site for all applications. Only job seekers who complete an online application will be considered for employment. If you have already submitted application materials directly to a hiring authority, you will need to complete an online application to be considered for employment.

4. If I don't finish my application, can I save it and complete it at a later date?

Yes, please click "SAVE" button at the bottom of the page and you can log in when you are ready to complete the application process. Incomplete applications will not be considered. Please note some positions require additional documents as part of the application package. Incomplete application packages will be an automatic disqualification from further consideration.

5. Are there deadlines to apply for a position?

Deadlines vary by position. The hiring official might be conducting interviews shortly after the position is posted and will continue interviewing until a candidate is identified. Apply as early as possible to assure you are considered for these positions.

If the position has a closing date, you may apply up to 11:59 PM of the indicated date.

6. Do I have to fill out an online application every time I want to apply for a new job?

Once your profile is created, you may use that same profile for any position you want to apply for in the future. UTEP's policy requires that you apply for each position for which you wish to be considered. It is your responsibility to update your profile, providing current and sufficient information to demonstrate that you meet the minimum requirements for each position for which you wish to be considered. In addition, there may be job-specific questions that you will need to complete. Be sure to provide the

most complete information on your resume and profile, clearly indicating your relevant experience so we can effectively evaluate your skills, abilities and qualifications. Incomplete applications will not be accepted.

7. Do I need to have an e-mail address?

Yes, an email address is required to receive notifications during the hiring process.

If you do not have an e-mail address, you can set up a free e-mail account. Do a Web search for "free email account" for a list of options.

8. Where do I begin?

Please note that once you have created your own account and filed the very first application, you do not need to recreate a new application each time you apply for a position. You will be given a chance to review and modify the transmitted information.

9. How do I create a username and password?

Your username can be any word or character you choose. Do not use any combination of your first, middle or last names as the system is sensitive to duplicate usernames. Please make a note of this information for your records. You will need it next time you log in.

10. I had a profile under the old application system. Will I be able to use the same username and password for this system?

No, the old UTEP Career Portal username and passwords were not transferred into the PeopleSoft online application system. You must create a new applicant profile for use in this system. This also is a great opportunity for you to update your information (e.g. education, skills, and accomplishments).

11. How do I know if I am qualified for a job vacancy?

On the "Description" tab of the job vacancy announcement, you will find the minimum education, experience and other requirements of the position. You can use this information to determine if your background meets the requirements. Be sure the work experience listed on your application clearly shows that you meet these minimums.

12. How do I attach a resume and/or other required documents to my application?

A resume does not replace the application. You are required to submit a resume during the initial application process in order to continue to complete the application. You will be prompt to browse and upload your resume. Click on "Upload Resume" then click "Continue". Click the "Browse" button next to "File" to retrieve a file from your computer. Click "Upload."

13. How and when can I update my application?

Changes can be made to your application at any time before it is submitted. Once you submit an application for a particular position, you cannot go back and make changes to the submitted application. If you make changes and submit another application before the position closes, we will only consider your most recent application. You may also make changes before submitting your application for any new positions.

14. What if I was referred by a different source (university, college, newspaper, etc)?

You may indicate the source on the "How did you find out about this job?" section of the application.

15. After I submit my application online, will I receive a confirmation? Will I receive a status notice?

You will receive an e-mail confirmation shortly after your application/resume has been received. If you do not receive this e-mail confirmation, it could mean your resume was not successfully submitted. You should log back into the system to ensure you properly submitted your application. Failure to receive a confirmation e-mail could also mean you entered your e-mail address incorrectly on your application, or that your e-mail spam filter settings are preventing delivery.

If you continue to experience technical difficulties, please contact us at www.employment@utep.edu. Please allow one business day for a response. Confirmation means that your application has been received for review and processing by Human Resources. If the hiring official is interested in your resume/application, you will be contacted by the hiring department. A final e-mail is sent to applicants after a position is filled.

16. Why have I not received an interview?

The recruitment timeframe can vary for each position. We receive a high number of qualified candidates for each position, the hiring official may not interview all candidates. If there is an interest in your resume, you will be contacted by the hiring department. We encourage you to continue visiting our UTEP employment website for future career opportunities.

17. I received an e-mail stating I didn't meet the qualifications for a job for which I applied. I read the duties and feel I could do them. Why was I not selected?

If your application was complete and you fully meet the minimum qualifications, there may have been more qualified candidates who were selected for interviews. We review incoming applications/resumes to select those that best match our open position requirements. Unfortunately, we are unable to personally speak with every applicant who submits an application.

18. I forgot my password. How do I get my password or username?

Click on the link "Login Help"

If you forgot your password: Enter your username in the indicated box and an email will be sent to you with the information requested.

If you forgot your username: Enter your email address and an email will be sent to you with the information requested.

19. Can I update my profile if my phone number or address changes?

Your profile can be changed at any time. Login with the same username and password you used when you first applied. This will allow you to select the option "My Account" then click on "Edit Contact Information" to update your information. If you have questions, please contact UTEP Human Resources at www.employment@utep.edu

Please allow one business day for a response.

20. How are job vacancies filled?

Hiring authorities within individual departments may review resumes anytime during and after the job posting closes. Based on review of both minimum and preferred qualifications, the hiring department will select candidates for further consideration and contact them directly for an interview or additional information.

21. What if I click on the "Apply" link and nothing happens?

The "Apply" link opens a Web page in a new browser window. Because of this, some pop-up blocker software can cause errors or even prevent you from seeing the application window. To correct this, you will need to change your software settings to "allow pop-ups" or "permit scripting" for this address:

22. What if I encounter technical problems?

If you encounter technical problems while applying for a job online, please contact UTEP Human Resources at employment@utep.edu. Please allow one business day for a response

23. What if I still need assistance?

You are welcome to visit our Human Resources offices located at:

500 W. University Ave.

Administration Bldg.

El Paso, TX. 79968

Hours of operation:

8:00 AM – 5:00 PM.

Contact phone number:

915-747-5202

[Map to UTEP's campus](#)