✎ Assignment 3.1: How a Company Hires

General Information			
Your Name:	**ABBAS Zayour**	Date:	*20/4/2025*
Employee's Name:		Position:	*IT Support*
Company:	*Azadea*		
Questions			

1. What they are looking for when they hire (skills, behaviors, attitudes)?

   When hiring, we look for candidates with strong problem-solving skills, good communication abilities, and a willingness to learn. A positive attitude, teamwork, and a customer-focused mindset are also essential, especially in IT support roles.

2. For what types of jobs do they hire entry-level/recent graduates?

   We typically hire recent graduates for roles such as IT Support, Junior Web Developer, Help Desk Technician, and System Administrator Assistant positions.

3. How many applications do they typically receive for position at your level?

   We usually receive around 50 to 100 applications per open IT Support position, depending on the job posting platform and the time of year.

4. How much experience does an entry-level hire need?

   Entry-level hires are not required to have formal work experience, but internships, freelance projects, or hands-on experience through coursework are highly valued.

5. How do they look for new employees? Do they use online job boards? Which ones? What other methods?

   We mainly post jobs on platforms such as LinkedIn, Indeed, and local job boards like Foras and Bayt. We also accept referrals from current employees and attend university career fairs.

6. Do you have a copy of your application form that I could use to review in my class?

✎ Assignment 3.18: Informational Interview Form

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WORKPLACE
On the Job

Informational Interview Form

General Information

Your Name:	*Abbas Zayour*	Date:	*20/4/2024*
Employee's Name:		Position:	
Company:	*Azadea*		

Informational Interview Questions

1.	What do you do? What are your job duties/functions/responsibilities?	I provide technical support to employees by troubleshooting hardware and software issues, setting up new devices, managing user accounts, and maintaining the company's IT infrastructure.
2.	Why did this type of work interest you, and how did you get started with your career?	I've always been interested in technology and problem-solving.
3.	What type of education and training prepared you for this career field?	I completed a Bachelor's degree in computer science and earned certifications from cisco
4.	How did you get your job? What jobs and experiences led you to your present position?	I started with an internship in a hospital IT department, then worked at a help desk for a logistics company.
5.	Does your work relate to any experiences or studies you had in college?	Yes, especially networking, computer hardware, and operating systems courses, which prepared me for real-world troubleshooting.
6.	What challenges did you have to overcome to get to your position?	Adapting to different systems and learning how to work under pressure were major challenges, especially during system outages.
7.	What do you look for in a quality employee?	Someone who is reliable, communicates clearly, is eager to learn, and doesn't panic under pressure.
8.	What personal qualities do you believe contribute most to being successful in your job?	Patience, critical thinking, attention to detail, and a positive attitude.
9.	What skills or talents are essential to being effective in your job?	Strong knowledge of operating systems, network basics, troubleshooting, customer service, and time management.
10.	What are the types of entry-level positions that you/your company typically hire?	Junior IT Support
11.	What are the typical entry-level job functions?	Responding to support tickets, installing software, setting up workstations, resetting passwords, and updating systems.

12. Do you think there are some entry-level tasks in your area of work that I would be able to do if I were to start working here today? Please list some.	Yes: installing software, setting up new computers, responding to basic support tickets, and organizing cables or hardware.
13. In your experience, what are the top three reasons why young people have difficulties being hired?	Lack of experience, weak communication skills, and not tailoring their CVs to the job.
14. In your experience, what are the top three reasons why young people have challenges keeping their jobs?	failing to take initiative or learn from mistakes.
15. What advice do you have for young employees who want to advance in their career?	Keep learning, ask questions, seek feedback, and take on new challenges whenever possible.
16. What sorts of changes are occurring in your occupation?	More focus on cybersecurity, remote support tools, and automation in IT tasks.
17. With the information you have about my education, skills and experience, what other fields or jobs would you suggest I research further?	Network administration, cybersecurity analyst, or system administration.
18. How much demand is there for people in this occupation? Can you estimate future job openings?	The demand is high, IT roles are expected to grow steadily in the coming years.
19. What are the salary ranges for various levels in this field?	Entry-level: $800–$1,200/month,
20. Do you know of other organizations/places of work that do similar kinds of work or use similar skills? Do you know of other people I might be able to talk to who have similar jobs?	No
21. What's the best advice you'd give to someone interested in this field/seeking to qualify for this position?	Start with certifications, never stop learning, and get hands-on experience through internships or freelance work.
22. I am told that *X, Y and Z* are my strongest assets. (Fill in the blanks with your skills, areas of knowledge, personality traits). Where would these skills be helpful in this organization?	I am told that my strongest assets are troubleshooting, communication, and adaptability. These skills are highly useful in the IT department, especially for support roles and dealing with different departments.
23. Would you mind taking a look at my resume/CV?	