**U.S.T.H.B / C.E.I.L Unit 7**

**Computer science M1 (S2)**

computing support

1. ***Warm up***

🗣 **Discuss these questions:**

1. What kind of work do IT support specialists do?
2. Where do IT support specialists work?
3. ***A Day in the Life of an IT Pro: Tier 1 Help Desk Specialist***

training. Yet, I give CompTIA A+ credit for

familiarizing me with the terms and understanding critical concepts that are necessary for me to be effective at my job.

My colleagues and I are the first line of defense for issues that happen within the technology side of the company. It’s a huge responsibility, as issues can range from software features not working correctly to whole servers being down, and that can cause the company to lose money. It intimidated me at first, but I’m glad I’m part of this important team. I always ask my colleagues questions whenever I don’t understand something. I am lucky that my service center always has a chat open with the other technicians. We use this chat to post questions and help each other out. I reach out to my managers as well and they are always happy to help. As new things come into play I take notes and keep them handy. You really have to make it a priority to stay on top of what’s new while reviewing the standard content. The best part of my day is when, as a Tier 1 specialist, I am able to resolve the issue.

I’m an IT help desk specialist at U.S. Bank. We provide support for internal U.S. Bank employees who have technical issues. I’ve been in this position for about nine months now.

A typical day begins with logging in and setting up all of my programs for the day. As an IT help desk specialist, I am responsible for the support of numerous systems. I always have at least 10 different applications open. Once I’m set up, I’m assigned to take either calls or chats. Both are set up in a way that I’m “on-call” for incoming calls or chats. The work I do daily is pretty broad. Some examples include password resets, how-to’s, break/fix, uninstall/reinstalls or escalations for larger issues as needed.

Working in a support center that handles several different applications can be overwhelming. It took time to nail them all down. The learning is continuous. As systems in the company change, new things appear. When I accepted this position, it was challenging to apply what I learned in a real scenario. But, it’s part of taking on a new job. You have to know that the hands-on work is going to be a lot different than your

move into a more specialized field.

I do plan, in the future, to get more certifications in either networking or servers. As first-level support, I would like to learn more about these critical issues. The learning process is ongoing – it will take time. My managers told me that it takes six to eight months for one to become familiar and comfortable in my current position. It’s important not to be hard on yourself if you make mistakes, but just learn from them. Do your best and ask for help when needed. And, know that you’re definitely not alone in your questions! Lastly, really put those soft skills you learned in class to use in your first job – they will help a lot!

That means that the user who called or chatted in is up and running again and they don’t have to wait for a more experienced technician to get involved. It feels great to be able to help a colleague.

I am very interested in the knowledge base we have at our service center. However, I would like to be a part of the team that does research and updates the knowledge base so that we’ll have even more resolutions upon the first interaction with the user. I’m still working on becoming an expert at my job so I can help our team work even better together. U.S. Bank has many IT positions that are more specialized. Once I have made myself an expert in this role – who knows? I may want to

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**A Read the passage and answer the following questions.**

1. What kind of work does Mai Vue do?
2. What should helpdesk technicians be aware of?
3. Why was Mai Vue intimidated in the beginning?
4. What does she do to keep up?
5. What does she enjoy the most in her job?
6. What are her plans for the future?
7. Which piece of advice does she give to new IT specialists?