

IT02.- Job hunting.

Situation



Mikel is in the final year of his course in IT (Information Technology). He is working hard as a trainee and is learning a lot. When he finishes his Computer and Peripheral course, he would like to work in a European country to improve his English. He is in touch with Nerea and Aitor, who are doing their training abroad, and say they are happy with the experience.

Mikel's supervisor in the company is happy with his work. There are some vacancies that match his profile in one of the offices the company has in England and he thinks Mikel could be a good candidate.

Who knows? It could be a good idea but he would like to consider vacancies in other companies too.

Successful job-hunting involves looking at as many job offers as you can, a good, updated CV , a cover letter and of course, performing well at the job interview.

This unit gives you advice on how to write a CV and cover letter in English and also how to behave at the interview for success.

1.- Job offers.

Situation

There is often a demand for skilled workers on the market; but what happens with all the newly-graduated potential employees that are willing to start working?

The solution doesn't seem to be easy. You can't get a job without experience and you can't get any experience without having a job. What can you do to start off?

Mikel decides to have a look at the article on this web-page and see what advice they give you if you have just finished your studies and are looking for your first job.

Job hunting tips for students (*link: <http://www.estudentsguide.com/2010/12/some-job-hunting-tips-for-fresh.html>*)

After After doing some research in his school website Mikel finds out what jobs he could apply for and what they are called in English:

- IT Responsible
- Internet Technician
- Database Management Technician
- Network Technician
- Communication Service Technician
- Network Administrator

Then he speaks to his foreman in the company. He tells him of a job vacancy in one of the offices the company has in Poland. Mikel also finds another job offer in the on-line version of an English newspaper.



Mikel has finally selected a couple of job offers. Here they are:

Job Title: **Network Technician**

Job Details

The main focus of this role is to be part of a team responsible for the maintenance and development of the college information technology systems and client services. This involves working at multiple sites and providing remote support.

The successful candidate will have experience of IT and service-desk work practices, processes and procedures.

The candidate will have experience across a wide range of technical services, effective organizational, administrative and problem solving skills with the ability to manage their own workload.

The candidate will also have the ability to work under pressure and to deadlines, have a flexible approach to working practices to support the needs of the College.

This role includes evening and weekend work on a rota basis.

Job Type: Full time and permanent

Location: Birmingham

Start Date: ASAP

Salary: £ 21,534 - £ 23,631

Ref: Fejobs/S729

Job Title: **Database Management Technician**

SAIC has an opening in Flitwick, Bedfordshire for a Database Specialist - Tier II Support Technician. This is mainly a Monday thru Friday 40 hr/wk position with ability to shift and cover up to two weekends per month. The successful candidate must be flexible in this area.

REQUIRED SKILLS: Comprehensive knowledge in the use of personal computers and solid understanding of software fundamentals. Proficient with a variety of domain and email account administration tools and familiar with standard corporate security policies. Ability to communicate moderately complex or technical information, ideas and results effectively in both oral and written form; compose correspondence and reports. Experience in troubleshooting/repair within desktop and networking support, IT concepts and software applications. Proficient with MS Windows and Office, VPN / remote access, and anti-virus software. Must be able to think logically and act decisively in critical situations. Provide second level technical support to computer customers with questions regarding account administration, distribution of software and documentation, system and network status, incident entry via incident management tool and problem management and root cause analysis processes. Candidate will participate with the customer in the strategic process to translate security and business requirements into technical requirements. Receives assignments in the form of objectives and establishes goals to meet outlined objectives. Has the knowledge and experience to be able to handle unusual and seldom occurring job events with minimal assistance. Improve quality of service delivery and provide value added customer services. Ensure project schedules and performance requirements are met. Contribute to the development of the organization's goals and objectives. Interact daily with supervisors and/or functional peer groups and customers.

Location: Poland
Job type: Full-time
Contract Length: Permanent
Start Date: January 2014
Salary: £9.00 per hour
Ref.: 24063425

Solved exercise

Read these two job offers carefully and answer the following questions:
Which of the jobs (job number 1, job number 2, job number 3 or neither)...

- 1. involves doing working on a rota basis?
- 2. requires the worker to assist with repairs?
- 3. offers a permanent contract?
- 4. requires the worker to start as soon as possible?
- 5. says how much the salary will be?

Self assessment

How do you say the following words in English? Complete the table.

Habilidad, capacidad, aptitud	<input type="text"/>	
Relevos	<input type="text"/>	<input type="text"/>
Contrato indefinido	<input type="text"/>	<input type="text"/>

Further knowledge

Here are some more ideas to start looking for employment: going to an employment office, having a good look at newspapers, using the Internet, social networks or asking your family and friends.

Read the information on this website.

Tips for a successful job search (*link: <https://www.forbes.com/sites/nextavenue/2013/04/22/7-keys-to-a-successful-job-search/#6bddf5103021>*)

2.- The curriculum vitae.

Situation



Now Mikel is preparing his CV in English. He has spoken to Nerea who is in Italy and Aitor who is in Poland. They have told him where to find information to prepare his curriculum using the European format.

Nerea and Aitor know how important it is to have a good CV. They both keep reminding Mikel to avoid unclear or irrelevant information and to use paragraphs so that the CV looks attractive to the reader.

A CV, also known as *résumé* or *resume* (pronounced "resumey" in both cases), especially in the USA, is a document that gives information basically about your education and work experience.

Just a few tips on how to write yours:

- The first thing you have to do is gather information about your personal details (full name, address, home telephone number and mobile phone number), education or qualifications, work experience, personal skills and other interests. Even if you don't include every single thing in your CV, it may be useful later when you are preparing for the interview.
- Keep your CV short; take into account that an employer is likely to have many CVs to look through and probably a limited period of time to make a selection; try to keep your CV to two pages long at the most.
- First impressions are important, the visual layout of your CV is important. Use appropriate headings so that it is easy for the reader to find information in the different sections.
- Remember that information about work experience and education should be in reverse chronological order starting with your most recent job and going backwards.
- If you are asked for references you can include an academic reference, e.g. your personal tutor, or the name of an employer you have worked for.
- To sum up, your CV must give the right image of you and your skills. If you do not match the expectations you created with your CV at the interview, then your application will not be taken further.

It is worth spending some time preparing a good CV. Who knows? The job you are applying for may be yours eventually.

Autoevaluación

Here are the main steps of a CV again. Read the sentences below and fill in the gaps with words or expressions from the text.

1. information about your personal details
2. Try to keep your CV to two pages long
3. The visual of your CV is important
4. Information about work experience and education should be in chronological order
5. Make sure that the CV you write gives the right image of you and your

2.1.- The European model of CV.



There are different ways of organising the information in a CV. Here we will use the European model also known as Europass, which is the one that students who want to work abroad are likely to need.

So let me introduce you to the European format of CVs:

[Template of CV \(link: IT02_Recurso01.pdf.\)](#) (54,1 KB)

Most of the sections of this format are quite easy and straight-forward to fill in but we must take a few things into account.

When you are writing about your **work experience**, start with your most recent or last job and go backwards. Include any part-time, summer or temporary jobs you have had.

If you have a degree you do not need to mention all your previous **studies** at school but you may want to list the subjects you studied more recently if you think they are relevant to your target job.

Be specific about your **skills**, for example "good written skills" can be better than "good communication skills".

You will be asked to describe your performance at foreign **languages**. Have a look at this link. In it you have information about the common European framework for languages; it will be useful to be more specific about your language level.

[European framework for languages \(link: http://europass.cedefop.europa.eu/LanguageSelfAssessmentGrid/en\)](http://europass.cedefop.europa.eu/LanguageSelfAssessmentGrid/en)

Keep your list of interests and hobbies fairly short but make sure you mention any positions of responsibility, e.g. Captain of a local football team.

To sum up, list your major strengths and personal qualities and go to the point. Don't beat about the bush, be specific, e.g. "good team player", "excellent written skills", "versatile", "able to motivate others" are some adjectives you could be using when writing your CV. Remember that the aim of a good CV is to attract the reader's attention and get you an interview.

Autoevaluación

Read the paragraph below and fill in the missing words.

Keep your list of interests and hobbies fairly but make sure you mention any positions of responsibility, e.g. Captain of a local football team.

To sum up, list your major and personal qualities and go to the point. Don't beat about the bush, be , e.g. "good team player", "excellent written skills", "versatile", "able to motivate others" are some adjectives you could be using when writing your CV. Remember that the of a good CV is to the reader's attention and get you an interview.

Further knowledge

We often run out of words when trying to speak about ourselves and our skills and abilities. This webpage and this others files offers you all types of vocabulary resources. See *CV & interview vocabulary Action words Strengths & weaknesses*. It is halfway down the list.

[Vocabulary resources \(link: http://english4u.wikidot.com/vocabulary-resources\)](http://english4u.wikidot.com/vocabulary-resources)

Reflexiona

Which of the adjectives on the list of *Strengths* could apply to you? Would you use any of them in your CV?

2.2.- Writing a CV.



Here you have different samples of completed CVs. They are the CVs of some of the protagonists of our course: Nerea and Aitor. Look at them carefully. They have tried to do their best to give a good impression of themselves. You will notice that they have deleted those parts in the CV template that they have considered not relevant in their case, i.e. Aitor thinks he hasn't got any artistic skills to be mentioned in his CV and that's why he has skipped that part.

[Nerea's CV \(link: IT02_Recurso02_CV_Nerea.pdf.\)](#) (PDF-120 KB)

[Aitor's CV \(link: IT02_Recurso03_CV_Aitor.pdf.\)](#) (PDF-100 KB)

Solved exercise

Now help Mikel to complete his CV with the following information; take into account what has been said about chronological order in CVs.

Mikel's CV incomplete ([link: IT02_Recurso04_Mikel_incomplete.odt](#)) (35 KB)

Personal information:

Mikel Arizmendiarieta lives at 10 Urkizu, in Markina 4827(Spain).

He was born on 7th November, 1984.

You can invent his telephone number and his email address.

These are the jobs he has had so far:

From June 2005 to December 2005 he worked as an Internet Service Technician planning and servicing networks, for a company called "e-Soft" in Arrasate-Mondragón.

From January 2006 to December 2007 he worked as a Network Technician, identify, troubleshoot and resolve problems encountered in servers, mainframes and desktop systems for a company called Docutel in Durango.

From January 2008 to June 2009 he worked as a System and Network Administrator. His work consisted in diagnosing hardware and software problems, performing data backups and maintaining and administering computer network. The name of the company he worked for was Sofyhard and it was located in Markina Xemein.

From June 2010 to September 2010 he worked as a barman serving customers in a bar called KIRRUTXU HIRU in Durango.

About his Education and training:

From September 2004 to June 2005 he did a two-year course on Systems and Network Administration at Tolosaldea Goimailako LH Institutoa – Tolosa (Gipuzkoa)

These are the subjects he studied:

- First year: OS Implementation, Network Planning and Management, Hardware Fundamentals, Database Management, Markup Language and information management systems, OS Managing,
- Second year: Network and Internet Services, Implementation of Web Applications, Database Management System Administration, Security and High Availability, Occupational Training and Guidance and Business and Entrepreneurship.

From September 2009 to June 2011 he did some courses on: Cloud Computing en el entorno empresarial, IT Governance and Innovación y Vigilancia Tecnológica. Unfortunately, Mikel isn't sure about the subjects. You will have to help him search the talent.upc.edu website and find the right information.

Vocational Training Courses ([link: http://www.talent.upc.edu/ing/](http://www.talent.upc.edu/ing/))

3.- The cover letter.

Situation



Mikel has decided to apply for both jobs, the one in Birmingham and the one in Poland.

On the one hand he would like to go to Poland because Aitor is there and they could meet sometime but he also likes the idea of going to London.

Now he is about to start writing a cover letter for each of the jobs...His friends, Nerea and Aitor, have told him to avoid sending the same general letter to both companies.

That is going to take some time, but he thinks he'd better try and write something more specific and addressed to the job offer in question...

A cover letter is quite a formal letter that usually accompanies your CV; it is important because it is usually read before the CV and that's when the employer gets a first impression of the candidate.

In the cover letter you explain why you are keen on that particular job and why you think you are a good candidate for it.

In other words, the cover letter should point out the information in your CV that matches you for the job and should also make the reader interested enough to give you an interview.

Solved exercise

We usually put so much effort in the CV that we forget about the cover letter. Read the following article on the reasons for using cover letters.

Why use a cover letter? ([link: http://english4u.wikidot.com/why-use-a-cover-letter](http://english4u.wikidot.com/why-use-a-cover-letter))

According to the article,

1. How many types of cover letters are there?
2. From whose perspective should you think when writing a cover letter?
3. Who should the letter be addressed to?
4. What happens if you don't know the name of the person you are writing to?

A piece of advice

In this unit we are given advice on how to write and organize our Cvs and cover letters. One of the most common ways of giving advice is using "must", "have to", "should" etc.

These are called *modal verbs*, but modal verbs are also used for other purposes. Let's revise them...

Go into File 3 in [New English File Intermediate](#) and do the grammar exercises.

Modal verb exercises ([link: https://elt.oup.com/student/englishfile/intermediate/a_grammar/?cc=global&selLanguage=en](https://elt.oup.com/student/englishfile/intermediate/a_grammar/?cc=global&selLanguage=en))

3.1.- Main features and samples.



When we read suggestions for writing cover letters, some specifications seem to contradict others, i.e. some documents will tell you to structure your letter into three paragraphs while others speak of four paragraphs; but those are unimportant details. As long as you respect some general rules you are allowed to choose what to say and how to say it.

Now we will look at the layout, the register of language and some useful expressions and vocabulary for cover letters.

Have a look at this link with advice on how to write them.

[Cover letters samples \(link: http://jobsearch.about.com/od/coverlettersamples/a/coverlettsample.htm\).](http://jobsearch.about.com/od/coverlettersamples/a/coverlettsample.htm)

Solved exercise

Read page 2 on the previous document again and answer the following questions.

According to the article in which paragraph (1, 2 or 3) should you,

1. tell why you are writing.
2. be sure to emphasize your appreciation of their time.
3. describe one or two qualifications you think would be of the greatest interest to the employer.
4. tell how you learned of the opening.
5. tell the employer specifically what you have to offer the organisation and support your claim with proof / examples.

Self assessment

What is a **net-working** letter?

Hint (*link: #hint-1*)

- ☐ (*link:*)
It is a letter used when you are requesting a meeting (not an interview) with an employer for the purposes of research or information gathering.
- ☐ (*link:*)
It is a letter used to inform the other prospective employers that you have accepted a position with another organization and that you are removing your name from consideration for their position.
- ☐ (*link:*)
It is a letter that is written if an employer has offered you a position an you are not going to accept it.

3.2.- Writing a cover letter.



When you have to write a cover letter you should point out your strengths and especially underline those qualities that make you a suitable candidate for the job.

As far as the register or style in cover letters, you can get some ideas from the following link:

[Sample paragraphs \(link: http://english4u.wikidot.com/sample-paragraphs\).](http://english4u.wikidot.com/sample-paragraphs)

To know more about ending letters, for example, when do we use "PS" and when do we use "Enc"? Do we choose "Yours faithfully" or "Yours Sincerely"?, have a look at the suggestions on this document:

[How to end a letter \(link: http://www.ehow.com/how_2214851_end-letter.html\).](http://www.ehow.com/how_2214851_end-letter.html)

Self assessment

This is the main part of Mikel's cover letter. Try to guess which word goes into each gap. You can choose from the following:

from, team, problem, independently, technologies, which, systems and networks, available, advertised, for.

Dear Mr. Jones,

I am writing to apply the position of Network Technician as on the on-line version of the Daily Newspaper.

My experience to date has included supervising and a valuable insight into other jobs related to the Information and Communication . I believe that the skills I gained at Sofyhard in Spain, include skills in solving, using professional judgment, working effectively in a and being able to work would benefit your company.

Thank you for your consideration. I will be from the end of June. Looking forward to hearing you,

Sincerely,

Further knowledge

At this point in the unit you may want to revise some of the ideas that have been suggested so far. Here is a web-page that we have mentioned before, with lots of resources regarding CV and cover letter writing; it also offers practice on grammar, pronunciation and helpful vocabulary lists that will help you to continue improving your English.

[Resources \(link: http://english4u.wikidot.com/writing-a-cv-resume-and-cover-letter \)](http://english4u.wikidot.com/writing-a-cv-resume-and-cover-letter)

4.- The job interview.

Situation



Mikel has finally got a job interview. His supervisor at the office has told him that the managers in Birmingham have read his CV and he has been selected for an interview.

He is lucky; he won't have to travel to do the interview. There are more Spanish candidates and he will be able to do the interview in Bilbao.

Mikel is very happy at the news but he can't help feeling a little nervous. What if they don't like him or they think he is not skilled enough? What kind of questions are they going to ask him?

To sum up, how should he behave at the interview? He realizes that he needs some really good advice on how to prepare for it all; he decides to search the Net.

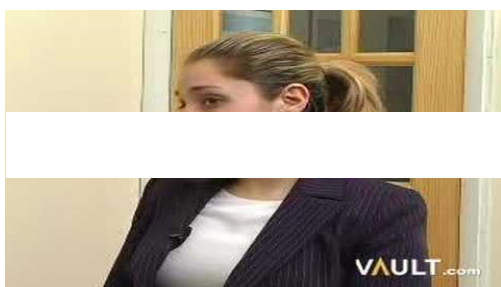
When preparing for a job interview it is a good idea to do some research of the company you are interviewing for. It will give your interviewer the impression that you are informed and genuinely interested in the job.

When the day of the interview arrives, make sure you dress appropriately, take a copy of your CV with you and arrive on time. During the interview you should stay positive and make eye contact with your interviewer. Be aware of the importance of body language or non-verbal communication: your posture and gestures.

It is not necessary to tell the story of your life so don't give too much information about yourself, just answer the questions. The person doing the interview probably has to speak to more candidates and is not keen on listening to comments that are not relevant.

Ejercicio resuelto

Mikel found this video interesting. It is about the *dos* and *don'ts* of a job interview; that is, what one should and should not do at interviews.



(link: <https://www.youtube.com/watch?v=S1ucmfPOBV8>)

Alternative textual summary (link: IT02_CONT_R20_Interview.html)

Answer the following questions:

1. What kind of clothes should you wear for the interview if you are a man?
2. What shouldn't you wear if you are a woman?
3. What kind of handshake should you give?
4. To the question "Tell me about yourself" the answer should be...

Autoevaluación

Now watch the video again and fill in the gaps.

1. When discussing your weaknesses you focus on areas that can be improved over time.
2. I'd keep the focus on the job, not my personal life.
3. Stand up and your interviewer.
4. Don't wear too much or cologne.
5. Bring a of your resume.
6. your interviewer's business card.
7. your cell phone.

Autoevaluación

Look at the sentences in the previous exercise. Give a synonym word or expression for:

1. get better =
2. concentrate on =
3. CV =
4. switch off =
5. mobile phone =

A piece of advice

When doing listening exercises it is a good idea to try and predict the answers to the questions being asked. Sometimes your common sense will lead you to the correct answer.

You don't need to understand 100% of a listening, just enough to do the task successfully.






Citas para pensar

I speak two languages, Body and English.

Mae West

Anexo.- Licencia de recursos.

Licencias de recursos utilizados en la Unidad de Trabajo.

Recurso (1)	Datos del recurso (1)	Recurso (2)	Datos del recurso (2)
	<p>Autoría: Topeka & Shawnee County Public Library</p> <p>Licencia: CC BY-NC-SA 2.0</p> <p>Procedencia:</p> <p>http://www.flickr.com/photos/topekalibrary/3348784725/</p>		<p>Autoría: Damián Navas</p> <p>Licencia: CC BY-NC-ND 2.0</p> <p>Procedencia:</p> <p>http://www.flickr.com/photos/wing/</p>
	<p>Autoría: galería de the Italian voice</p> <p>Licencia: CC BY 2.0</p> <p>Procedencia:</p> <p>http://www.flickr.com/photos/desiitaly/2304874364/</p>		<p>Autoría: Rock Cohen</p> <p>Licencia: CC BY 2.0</p> <p>Procedencia:</p> <p>http://www.flickr.com/photos/robd/</p>
	<p>Autoría: Paul Worthington</p> <p>Licencia: CC BY-NC 2.0</p> <p>Procedencia:</p> <p>http://www.flickr.com/photos/paulworthington/82648702/</p>		

