Assignment 1

Name:

My name is James Philip Eland

Student Number:

My student number is s3909450

Student email address:

My student email address is s3909450@student.rmit.edu.au

Picture of me: ****

Nationality and Culture:

Australian. Father being English and mother being South African

Education:

Went to Chipping Norton Public School from 2008-2014. Holsworthy High School 2015-2020

Languages spoken:

English (knows a little bit of Japanese but not enough to hold a conversation)

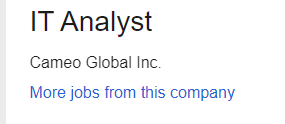
Facts about myself:

I have done GKR Karate for 12 years and this year will be the 13th year. I am the 2012 national karate champion. Has 2 female ginger cats (names are Sienna and Eliza). Has done swimming for numerous of years and has made it to zone swimming for 7 years straight and made it too regional once. I play video games but more specifically on PS4. I enjoy watching anime and Youtube about Rubix cubes and gaming.

**Ideal Job**

The job advertisement:

<https://www.seek.com.au/job/51796014?type=standard#searchRequestToken=29e9ef0b-5d5a-40fa-ba6d-e449dbe0c6d4>



Job description- You must provide support of unified communication products for Windows, Mac, iOS and android.

A description of the job and how it appeals to me:

Provide resolution of the procedure for requests from the client base submitted by automated means. This position appeals to me because I enjoy finding what the problem is and then fixing it for people. It is something I enjoy doing and that is why it appeals to me.

Skills, qualifications and requirements needed:

The skills required are Good experience using WebEx Teams. Experience providing technical support. Good experience learning applications.  Desktop support experience. Demonstrate the ability to analyze, troubleshoot, and resolve issues of varying complexity with minimal supervision. Apply established solutions to solve known issues and assist in the development of solutions for new issues. Manage multiple, simultaneous projects and cases while maintaining predefined service levels and high customer satisfaction.

Skills, qualifications and any experience that I may have:

The requirements for this job are needing to be familiar with WebEx Meetings, CUCM, Cisco Telephony (9900 Series, 7900 Series, 8800 Series), Cisco Video Endpoints (DX, MX, SX, Tandberg, WebEx Board / Room 55,70 / Room Kit), Jabber / Softclients, Cisco Collaboration.

A plan on how i can get the job:

I currently have no qualifications or experience for this job but I do have the communication skills to get what the client wants and I am learning to manage multiple simultaneous projects and cases at the moment

A plan for me to get those skills is to learn skills and meet the requirements to eventually be eligible for the job. I would learn the skills slowly first and then. One by one go down what the requirements are and learn them to then eventually meet the requirements and learnt all of the skills

**Personal Profile**

The results of an online Myers-Briggs test. www.16personalities.com • The results of an online learning style test. • The results of one further online test of your choosing.

What do the results of these tests mean for you? • How do you think these results may influence your behaviour in a team? • How should you take this into account when forming a team?

<https://psychcentral.com/quizzes/personality-quiz#5>

What do the results of these tests mean for you?

The test results don’t really mean anything to me because I might have different answers as I grow up and will have the results changed because of the changes of me growing up. I take the results with a grain of salt and not pay that much attention to it. This is because I expected the results that I had received. It is nothing special for me at least.

How do you think these results may influence your behaviour in a team?

Other people in the team might find them useful and learn from it but my behaviour stays the same when I am working alone or in a team. The results have no influence on me what so ever. The results mean very little to me at least.

How should you take this into account when forming a team?

When forming a team, we need to have a balance of all different types of people so that when a situation arises then. The team is able to sort out the problem and create a solution to then not make the same problem. Balance of people is vital when it comes to team making. I prefer having a well-balanced team that takes their time and shows their work and co-operate with each other than a team that just rushes everything and argues with everything and doesn’t settle any arguments.

Another online test weblink

<https://psychcentral.com/quizzes/personality-quiz#5>

**Project Idea**

**Overview (100 words)**

**Motivation (100 words)**

**Description (500 words)**

**Tools and Technologies (100 words)**

**Skills required (100 words)**

**Outcome (100 words)**