**Assignment 1**

**Personal Information**

Name – James Philip Eland

Student number - s3909450

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Picture – 

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.

**Interest in IT**

What is your interest in IT? When did your interest in IT start? Was there a particular event or person that sparked your interest? Outline your IT experience (if any).

Well, I don’t have a particular set of interests in particular when it comes to IT. I just enjoy dealing with computers and helping people that may have problems in the IT side of things. My interest is deriving from helping people with technology. For me, being interested in IT is a different feeling than what I normally have from being interested in other things. I can’t really say what specific time my interest in IT started since it grew from a young age and I just got interested in IT and grew more as I grew up.

* Why did you choose to come to RMIT?
* What do you expect to learn during your studies?

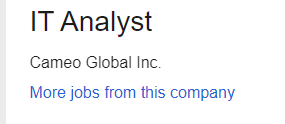
I chose RMIT mainly because I really wanted to get into a Bachelor of IT course but didn’t care where at the time. I called open university and signed up for the course immediately. There was no exact reason why I chose to come to RMIT, I just felt like it was a great place to learn from.

I expect to learn different things about IT and how IT can help people around the world. By learning all sorts of things of IT will help me find the ideal job that I would like to do.

**Ideal Job**

An IT analysis job at Cameo Global

<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.

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. 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.

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.

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

• The job advertisement itself. Include a link, and a snapshot of it (in case the link expires before the assignment deadline). • A description (in your own words) of the position, and particularly what makes this position appealing to you. • A description (in your own words) of the skills, qualifications and experience required for the position. • A description (in your own words) of the skills, qualifications and experience you currently have. • A plan describing how you will obtain the skills, qualifications and experience required for the position, building on those you have now. This need not be greatly detailed, (and will probably change significantly over time anyway), but try to be as specific as you can.

**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>

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.

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.

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 there 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.

**Project Idea**

**Overview (100 words)**

**Motivation (100 words)**

**Description (500 words)**

**Tools and Technologies (100 words)**

**Skills required (100 words)**

**Outcome (100 words)**