

UNDERSTANDING BASIC TECHNICAL LANGUAGE



FAVA - Formación en Ambientes Virtuales de Aprendizaje

SENA - Servicio Nacional de Aprendizaje.

ESTRUCTURA DE CONTENIDOS

	Pág.
Introducción	3
Mapa de contenido.....	4
1. Let's listen.....	5
1.1. Applying for an internship.....	5
2. Let's talk.....	6
2.1. Job search related vocabulary and expressions.....	7
3. Let's read and write.....	10
3.1. Job ads.....	11
3.2. Reading strategies: mind mapping.....	15
3.3. Filling out an internship application form.....	16
4. Grammar points.....	17
4.1. WH questions (what, where, when, who, how).....	18
5. Vocabulary builder.....	20
Glosario.....	25
Bibliografía.....	26
Control del documento.....	27

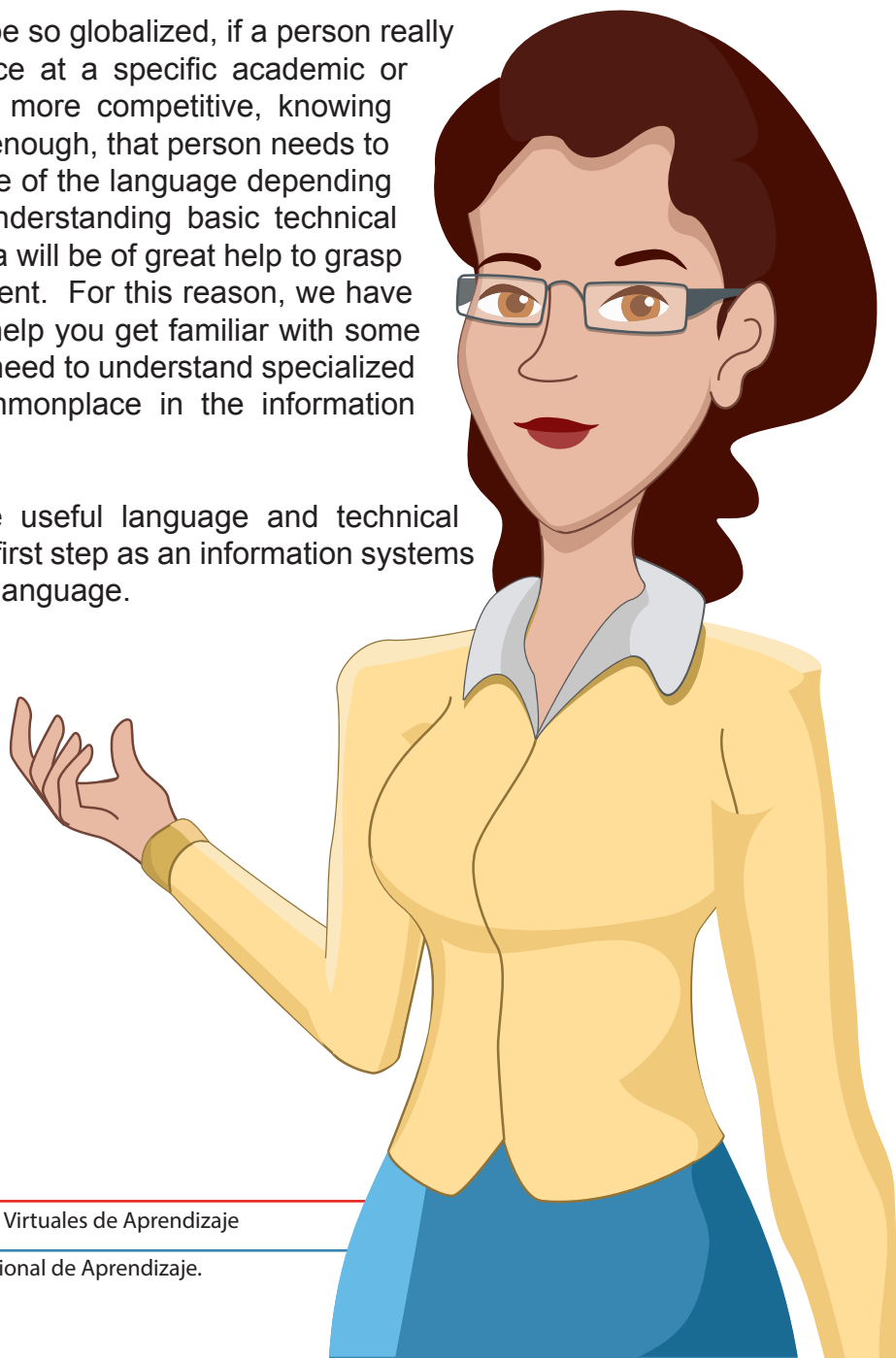
TÍTULO DEL OBJETO DE APRENDIZAJE

INTRODUCTION

Nowadays, being able to communicate in a foreign language has become a must-do and a plus for those people hoping to improve their professional development and increase their academic opportunities. It is no secret that when it comes to foreign language communication, English is at the top of the list as the most spoken language at international educational and professional communities.

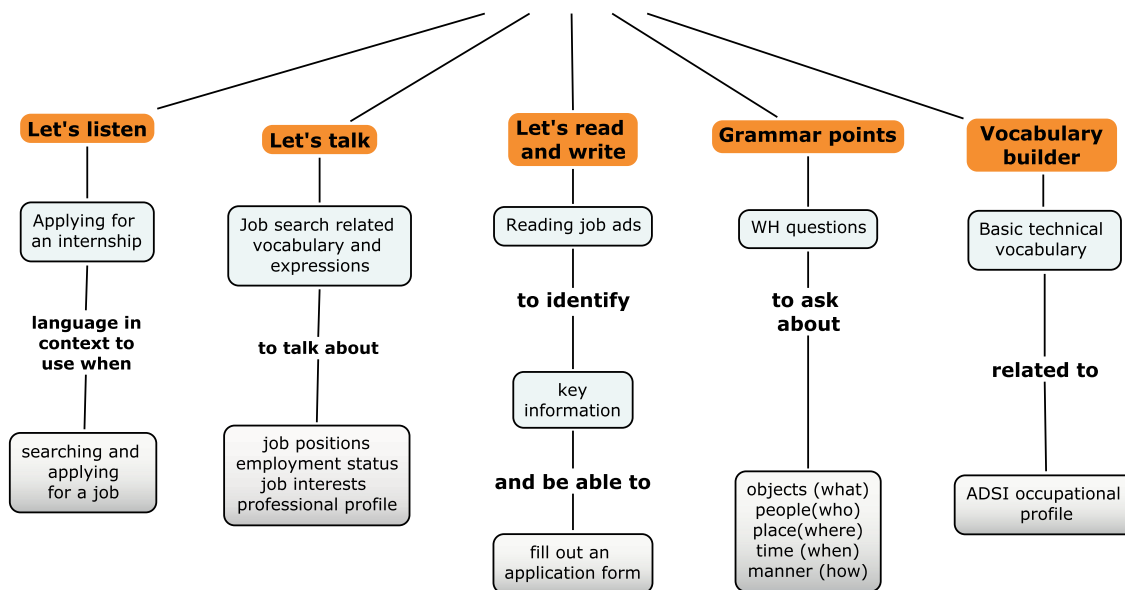
Even though English has come to be so globalized, if a person really wants to have a good performance at a specific academic or professional environment, and be more competitive, knowing the basics of English might not be enough, that person needs to master a more particular knowledge of the language depending on his/her occupational profile. Understanding basic technical language from an occupational area will be of great help to grasp the meaning of more complex content. For this reason, we have prepared this learning material to help you get familiar with some basic technical language you may need to understand specialized concepts in English that are commonplace in the information systems area.

Let's start with a look into some useful language and technical vocabulary you need to make your first step as an information systems analyst and developer in a second language.



MAPA DE CONTENIDO

UNDERSTANDING BASIC TECHNICAL LANGUAGE



DESARROLLO DE CONTENIDOS

1. Let's listen

Hi! What's up!

Looking for a place where to start the practical stage of your degree? Well, as SENA students, one of the requirements we need to complete to be able to graduate is to do some practical work in the occupational area of our studies. As information systems analysts, getting an internship in a well-known IT company, let's say IBM, would be a great way to start. Let's check some useful language and vocabulary that can be used to communicate when looking for an internship or a job.

Being able to talk about yourself in English and letting others know who you are, what interests and expectations you have, what your professional profile is and what you are good at are important to successfully apply for an internship opportunity.

1.1. Applying for an internship



B: Hi, Susana! What's up?

A: Hi, Mary! I'm searching for an internship.

B: An internship?

A: Yes, an internship is a position or job at a company for a student who wants to gain some work experience.

B: I get it now. So you need to complete your practice stage, right?

A: Yes, you're right! I'm about to graduate and I need to start working right now.

B: Well, why don't you check those job ads on the bulletin board?

A. Good idea! Let's check some of them to see if I can find a good position for me.

INTERNSHIP

At IT Master Solutions!

<p>Qualifications</p> <ul style="list-style-type: none"> Bachelor's degree in Computer Science. Minimum 4 years of related support or programming experience. At least 4 years' experience in infrastructure support with Linux or Microsoft Operating Systems. Excellent communication, analytical, and collaborative problem-solving skills. 	<p>Responsibilities</p> <ul style="list-style-type: none"> Work with business partners to understand business needs. Prepare business and systems requirements for our clients. Develop and implement technologies to improve the performance of a business process and increase efficiency and effectiveness.
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B: So... anything interesting?

A: Well... there is an internship offer at IT Master Solutions, but I don't understand what the ad says.

B: What's the problem?

A: It has too many technical words in English and my English is not very good.

B: Umm... then you better improve your technical English if you want to get that job.

A: Sure! I need to understand technical language if I want to be a good information systems analyst.

2. Let's talk

Finding the right job or position can be a difficult process for some people, mainly because they don't know where to start. Sometimes people don't know where to look for a job or they simply don't know how to write a good CV, fill out a job application form or do well in an interview.

When it comes to applying for a job, it is necessary to know how to describe your professional profile. Talking to your future employers about your skills can give you better chances. Let's check some useful words and expressions people can use to talk about their current job situation when looking for a position. Pay special attention to the context in which they can be used.

2.1. Job search related vocabulary and expressions

A. Describing current job situation

When people want to talk about their current employment situation, they can use the following words and expressions:



A: What is your **current job situation**?

Aid: When someone asks you about your current job situation, that person wants to know if you work or not.

B: Right now, I am **unemployed**. I'm looking for a job.

Aid: If a person answers he/she is unemployed, it means he/she doesn't have a job.

A: Sorry, I can't take that job offer because I'm already **employed** at a company.

Aid: If a person says he/she is employed, it means he/she has a job.

B: To find a job, you can search for a **job vacancy** on the local newspaper's classifieds section.

Aid: A vacancy refers to an unoccupied job or position.

A: I am an **employee** at Safe and Sound Company.

Aid: To be an employee at a company means to work for that company.

B: Grupo Éxito is one of the biggest **employers** in Colombia. It has approximately 42.000 **employees**.

Aid: An employer is a person or a company that employs people to work for that company.

A: I'm a student at SENA and I want to **do an internship with** an IT company.

Aid: To do an internship with a company means to work for it temporarily in order to gain experience. Sometimes companies pay money to the interns.

B: Laura is looking for a **job/position** in sales.

Aid: A position is a synonym word for “job”.

B. Where to look for job offers

When people want to find a job or position, they usually search for it using resources from the Internet or attending specific places. Check the following resources:



A: I want to **look for some job ads** in the local newspaper. There are many of them in El Espectador classifieds section.

Aid: A *job ad or job advertisement is an announcement in a newspaper about a job vacancy.*

B: Nowadays, companies prefer to post their job requirements for a position in job websites available on the Internet.

Aid: A *job website is a web page employers use to post job ads.*

A: **Recruitment offices** are always full of unemployed people lining up applying for jobs.

Aid: A *recruitment office is a place people visit to ask for help with their job search.*

B: SENA has a very good **job agency**, it is called Agencia Pública de Empleo. They can help you find a job.

Aid: A *job agency is an organization that matches employers to employees.*

C. What to do when looking for a job



When someone is looking for a job or internship at a company, they usually do some of the following actions or activities:

A: I want to **apply for a job/internship** at IT Master Solution. It is a very famous IT company.

Aid: *When you apply for a job, you officially ask for a job at a company or organization.*

B: If you are interested in the position we offer, **send your Curriculum Vitae (CV)** to joboffer@itmail.com.

Aid: *When you send your Curriculum Vitae to a prospective employer, you send that person a document that describes your educational qualifications, professional profile and work experience.*

A: Usually, to apply for a job or internship at a company, people **fill out application forms**.

Aid: *When you fill out an application form, you answer questions about your personal information, job profile and work experience in a written form.*

B: If a person's job application form is accepted, that person can **have an interview with** the prospective employer.

Aid: *In a job interview, your prospective employer asks you a lot of questions to know if you are good for the job or positions.*

A: Sometimes, depending on the job (arts, design, etc.) people **prepare portfolios** to apply for positions.

Aid: *When people prepare a portfolio, they collect evidence of all the things they have done and learned to show a prospective employer.*

B: I'm a student so I can't have a **full time job**. I need a **part time job**.

Aid: *A full time job requires you to work a minimum of 8 hours a day. A part time job is a form of employment in which people work 3 to 4 hours a day.*

D. Describing your professional profile



Describing a good professional profile to a prospective employer can make the difference when applying for a job. Let's check some words and expressions people use to describe their professional profiles in their CVs or job application forms:

A: In our Company we need **problem solvers**, people who can see problems as challenges and life experience.

Aid: *A problem solver is a person who always focuses on problems and tries to find solutions.*

B: A professional profile must include applicant's **skills** and work experience.

Aid: A skill is an ability a person has to do something very well.

A: I **have an extensive** information systems analysis **experience**.

Aid: *When someone says he/she has an extensive experience in something, they mean they have a lot of experience in a specific subject or area.*

B: One of my biggest qualities is that I **have strong interpersonal skills**.

Aid: In a description of a profile, when people say they have strong interpersonal skills, it means they have good relationships with other people.

A: I definitely work better with others, I **have team working skills**. I am a **team worker**.

Aid: To have team working skills or to be a team worker means to be able to work in groups of people and cooperate with each other.

B: At work, I'm **an innovative person**, I like to introduce new ideas. I **have creative thinking**.

Aid: If a person is innovative and a creative thinker, that person usually introduces or uses new ideas or methods to do something.

A: I **have a certification in** systems administration.

Aid: *if a person has a certification in something, it means that person has an official document that confirms his/her qualifications.*

B: I am a Computer Science **specialist** and I **have a degree in** systems engineering.

Aid: *If you have a degree in something, it means that you completed your technical or university studies. You become a specialist when you complete special studies related to a particular occupation.*

3. Let's read and write

One of the most common resources people use to search for jobs or post job offers is job advertisement or job ads. These typically appear in newspapers and job websites. A job ad usually presents information related to the job description, applicants' qualifications, job responsibilities and duties, salary and work schedule and contact information.

If you are interested in applying for an internship and search for it in a job website or

newspaper, it is important that you get the main point about the position qualifications, requirements and duties. Understanding this information can help you make the best choice for the practical stage of your studies. Let's read some job ads and try to get the main details about the jobs and internships they offer.

3.1. Job ads

Read carefully the following newspaper job ads and identify key information you consider important about the job position they offer. Check the ads to find information related to: qualifications, work schedule, payment, responsibilities and functions. Let's start!

A blue rectangular poster with a white border, hanging from two black clips. The text on the poster is as follows:

JOB
OPPORTUNITY!
Join our company

An information technology company
requires and experienced IT specialist.

Good salary, full/part time job.

Apply by: 20- April, 2017

Send your CV and a photography by
email to
recruitment@hutmail.com

WANTED

Earn up to 60.000 /= PKR
Information systems managers - 4

A well-known company requires the services of educated experienced innovative and problem solver information systems managers in day shift at its Bogota office.

SQL 2005/2008 EXPERIENCE IS PREFERRED

Competitive salary+ commissions are offered to the right candidates.

Apply by: 26- April, 2017, the latest to our email address

RecruitmentIT45@xmail.com

INTERNS WANTED

A well-established organization dealing in importing computer parts and accessories from China requires 7 interns work on sales. Internship not remunerated. We offer a bonus to cover transportation.

Qualifications

The applicants should:

1. Be young, energetic, having proven experience of minimum 5_years in the sales of computer parts and accessories to different projects and industries.
2. Have close contact with engineers, managers, and technology market.
3. Be graduate, with extensive experience and knowledge in computer software and hardware.

Submit your CV by email before 22 April, 2017. E-mail: pcblocks@xmail.com

Job Vacancies

Title: (Management Information Systems)
MIS officer (01).

Qualifications: Bachelor degree in Management Sciences, 3 years of relevant experience is a must.

Salary: Competitive remuneration packages based on candidates' experience and skills.

Title: (Management Information Systems)
MIS officer (01).

Qualifications: good communication and interpersonal skills, have prior experience, can work in night shifts.

Salary: Starting from PKR 30.000 up to 70.000/. (Basic salary) plus bonuses.

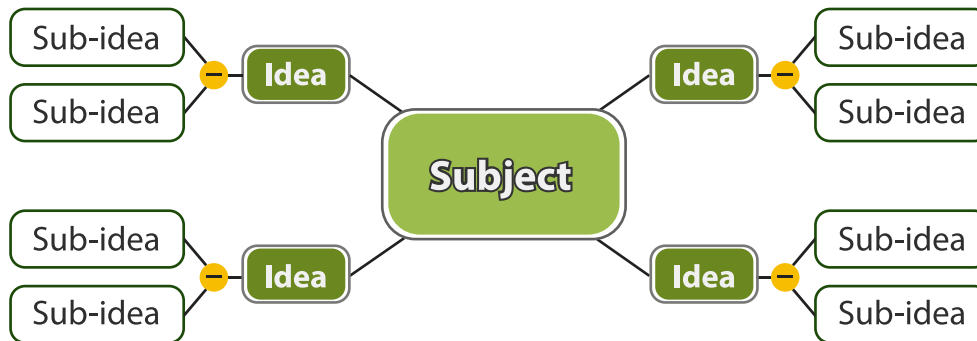
Job Placement: Medellín, El Poblado.

How to apply: Send your CV to humanresources@dotmail.com and clearly mention the position you are applying for. Only shortlisted candidates will be called for test and interviews.

3.2. Reading strategies: mind mapping

When reading texts in English, people frequently use reading strategies in order to facilitate the organization and classification of information. These strategies are very helpful to understand main ideas and related or connected information in a piece of reading.

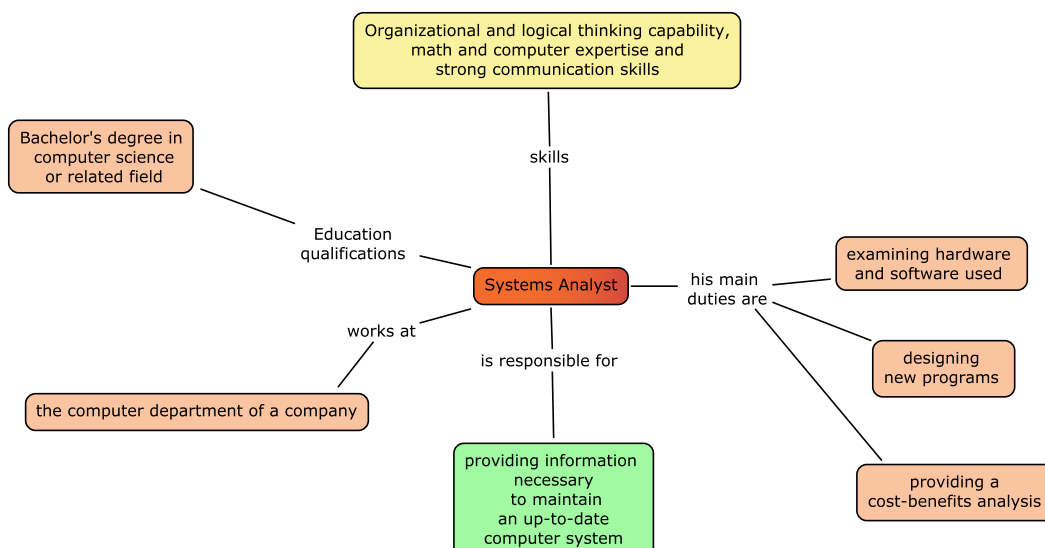
One basic and useful reading strategy people can use when reading is mind mapping.



Mind mapping

A mind map is a diagram that allows readers to visually organize information to have a better comprehension of what they read. People can create a mind map around a single idea or concept and add other concepts and ideas that can be related to the central one. Pictures, notes, symbols and words can be added to a mind map to help visualize information in a better way.

Let's have a look at the mind map below. It is based on a description of a career definition for a systems analyst.



3.3. Filling out an internship/job application form

After studying lots of useful words and expressions to talk about job searching and checking how to read and understand job ads and job profiles, it is time to review some useful tips to fill out an internship or job application form.

An internship/job application form usually looks like as follows:

Sample Employment Application Form

**PLEASE PRINT ALL
INFORMATION REQUESTED
EXCEPT SIGNATURE**

APPLICATION FOR EMPLOYMENT

APPLICANTS MAY BE TESTED FOR ILLEGAL DRUGS

PLEASE COMPLETE PAGES 1-4. DATE _____

Name _____

Last
FirstM
iddleM
aiden

Present address _____

Number
Street
City
StateZ
ip

How long _____ Social Security No. _____ - _____ - _____

Telephone () _____

If under 18, please list age _____

Position applied for (1) _____
 and salary desired (2) _____
 (Be specific)

Days/hours available to work
 No Pref _____ Thur _____
 Mon _____ Fri _____
 Tue _____ Sat _____
 Wed _____ Sun _____

How many hours can you work weekly? _____ Can you work nights? _____

Employment desired ☐ FULL-TIME ONLY ☐ PART-TIME ONLY ☐ FULL- OR PART-TIME

When available for work? _____

TYPE OF SCHOOL	NAME OF SCHOOL	LOCATION (Complete mailing address)	NUMBER OF YEARS COMPLETED	MAJOR & DEGREE
High School				
College				
Bus. or Trade School				
Professional School				

HAVE YOU EVER BEEN CONVICTED OF A CRIME? ☐ No ☐ Yes

If yes, explain number of conviction(s), nature of offense(s) leading to conviction(s), how recently such offense(s) was/were committed, sentence(s) imposed, and type(s) of rehabilitation. _____

3.3.1 Tips for a successful job application

1. Do some research

Do some research into the company you are applying to work for. Look for information about the company or organization on the web and get familiar with what the company does and what its position in the market is. Knowing more about the organization always impresses the recruiter.

2. Include relevant skills and experience

Make sure you include all the information related to your most significant experience. Name all the skills you have that match with the job you are applying for.

3. Show your personality

Not only academic achievements are important when applying for a job. Your personality is also valuable.

4. Double check your application

Before sending the application form, read it and check it carefully to see if it has no mistakes or typing errors.

5. Avoid cliches

Be original, don't write the same information or use the same formulas other candidates use to impress employers.

6. Sell yourself

Sell yourself to your possible employers. Show them how good you are and that you fit the job.

4. Grammar points

In English, principally, there are two kinds of questions yes/no questions and Wh- questions which are called this way because most of them usually start with the letters WH (except how).






Wh-questions differ from yes/no questions in that they are open questions and can be answered in many ways. To answer a wh-question people need to provide specific

information, they cannot answer “yes” or “no”.

Let’s check how people can use wh-questions to get information about places, time, manner, people and objects.

4.1. WH questions

In English, these questions are commonly used to ask for a certain type of information. There are many wh-questions, however, here only five of them will be introduced.

What?	Who?	When?	Where?	How?
				
<i>It is used to ask about things.</i>	<i>It is used to ask about people.</i>	<i>It is used to ask about time and date.</i>	<i>It is used to ask about places.</i>	<i>It is used to ask about manner.</i>
What is an information system? It is a computer system within a company or organization for sharing information.	Who is your father? My father is IT Master Solutions' manager.	When can I apply for the job? On 24 April, 2017	Where is the company located? It is located in Bucaramanga.	How can I apply for the job? Send your CV by email.

4.1.1 Asking questions

To make a question about the subject of a sentence using wh-words, simply put the question word at the beginning of the sentence and use it to replace the subject it refers to. Compare the following examples:

Affirmative statement	Interrogative sentence y wh question words
An organization is a group of people who work together for the same objective.	What is an organization?
My father works at IT Master Solutions.	Who works at IT Master?

Let’s check some other tips to make questions with wh question words.

Questions with questions words and “be”

Question word	Verb	Subject	Compl.	Answer
Where	are	you	from ?	I am from Bogotá / I'm from Colombia.
What	is	your name?		My name is Susana.
How	are	your parents?		They are fine / They're fine.
Where	is	the company	located?	The company is located in El Poblado, Medellín. It's located in El Poblado, Medellín.
When	are	the interviews?		The interviews are tomorrow at 5:00 pm. They're tomorrow at 5:00 pm.
What	is	an internship?		An internship is a job for a student who wants to gain some work experience. It's a job for a student who wants to gain some work experience.
Who	are	those two people	over there?	They are the company's new interns/employees. They're the company's new.

Contractions

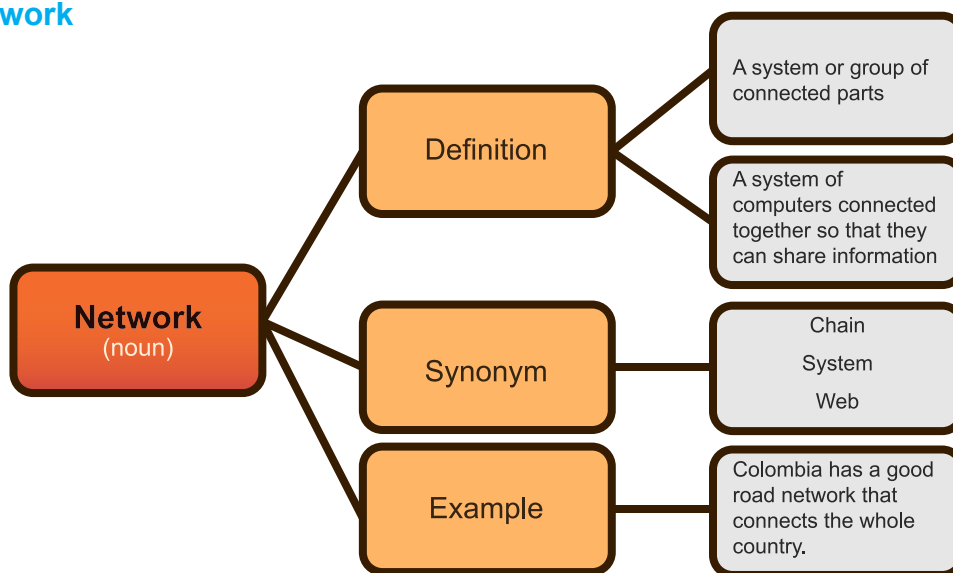
Remember that you can also make contractions with subject pronouns and the verb BE, you just need to join the two words and replace the first conjugated letter of the verb BE with an apostrophe ('). Short forms are usually used in informal spoken and written language.

Full form	Contracted form
I am	I'm
You are	You're
He is	He's
She is	She's
It's	It's
We are	We're
They are	They're
What is	What's

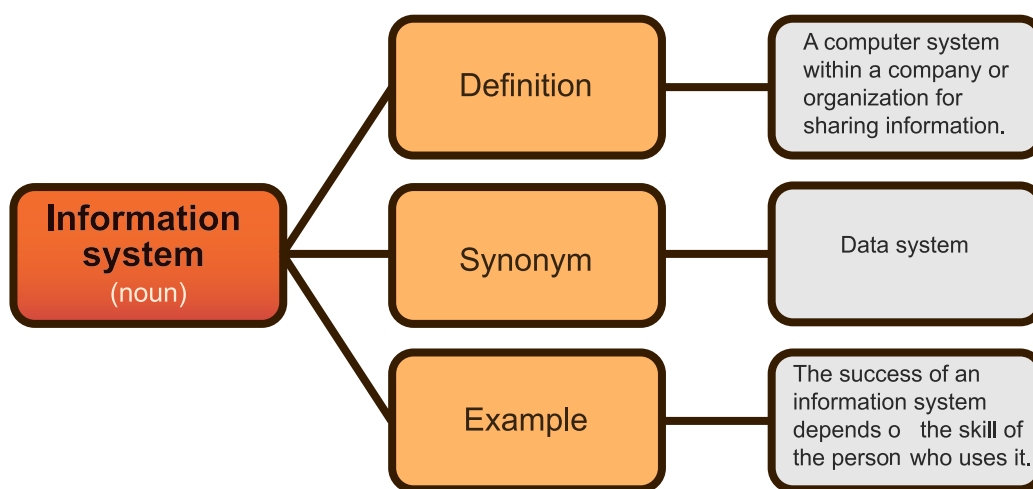
5. Vocabulary builder

The following words are part of a selection of basic technical vocabulary that can be practical and useful for apprentices to communicate in English and talk about their study program and the occupational area to which it belongs. Each word presented here is the base for the learning of other related words and expressions that can contribute to broaden the technical vocabulary range of the ADSI program apprentices.

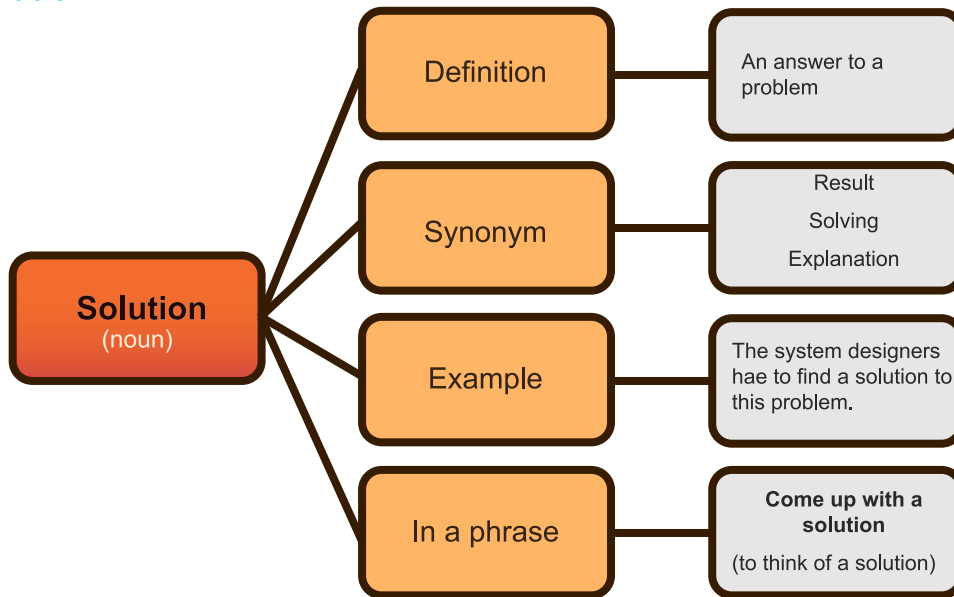
5.1. Network



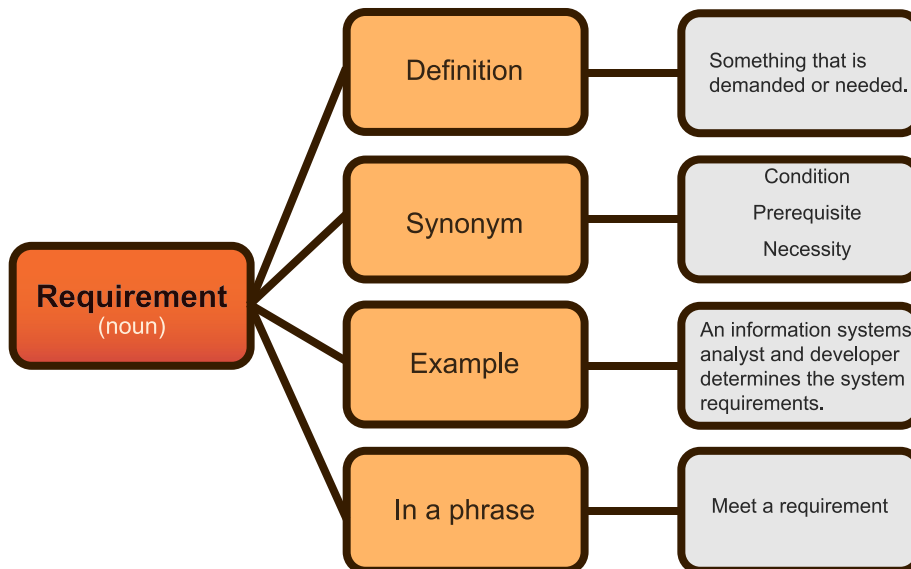
5.2. Information system



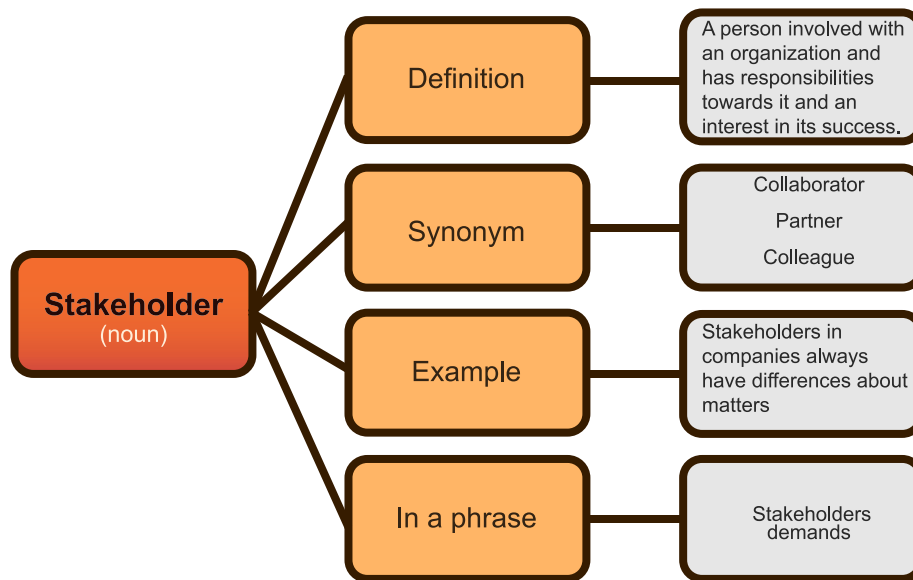
5.3. Solution



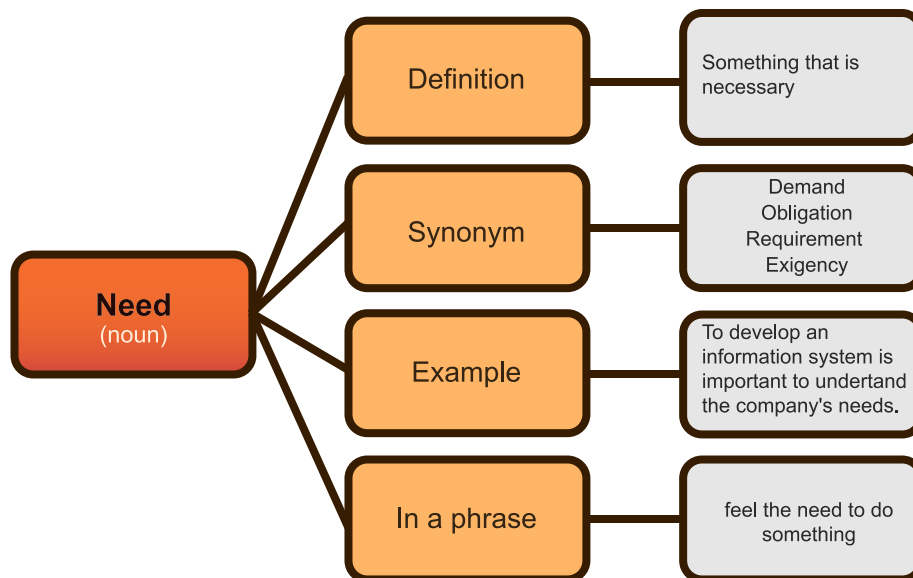
5.4. Requirement



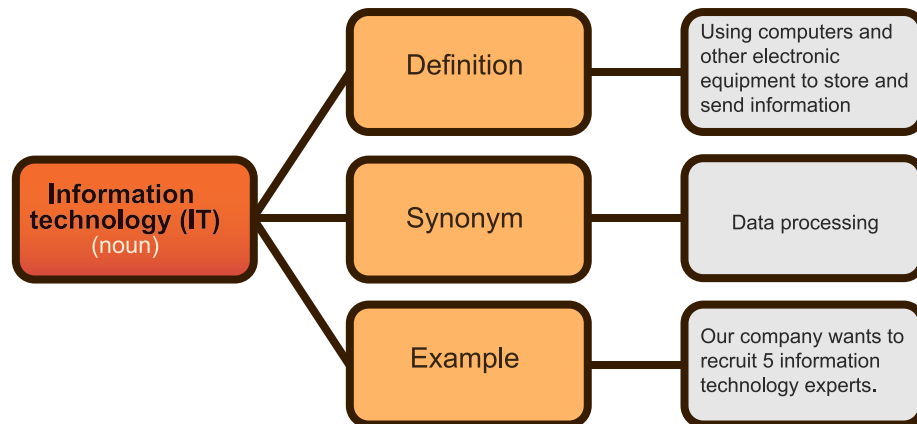
5.5. Stakeholder



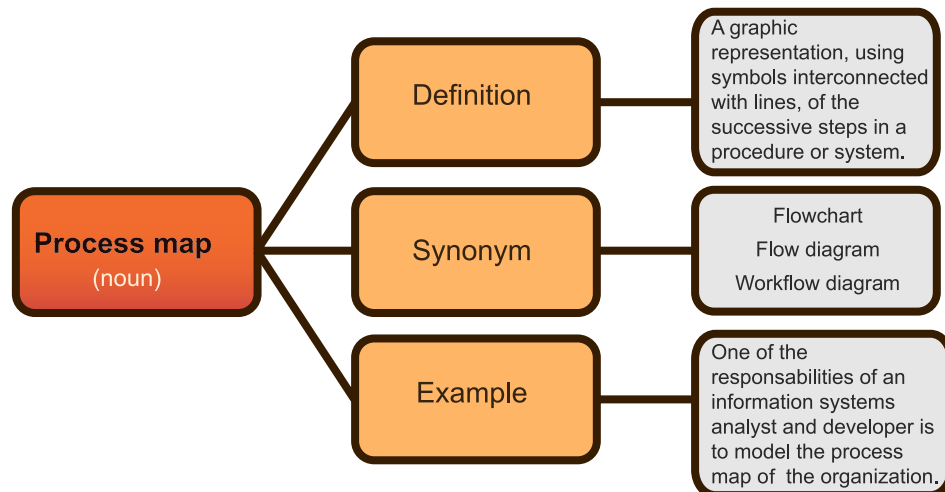
5.6. Need



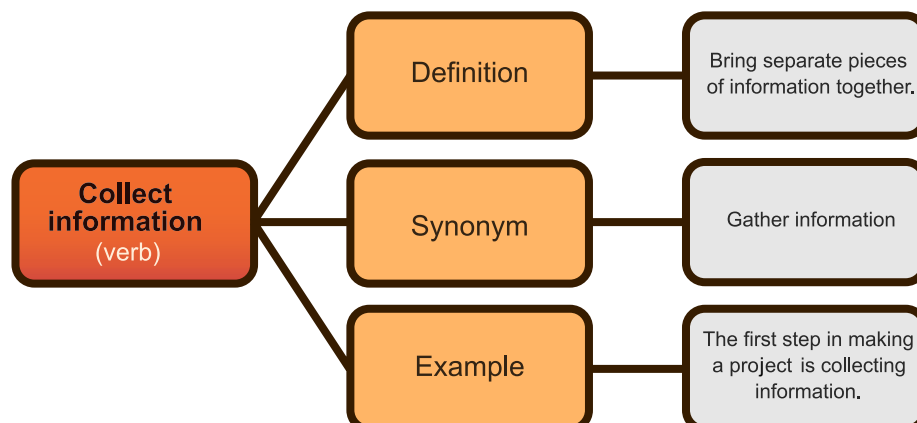
5.7. Information technology (IT)



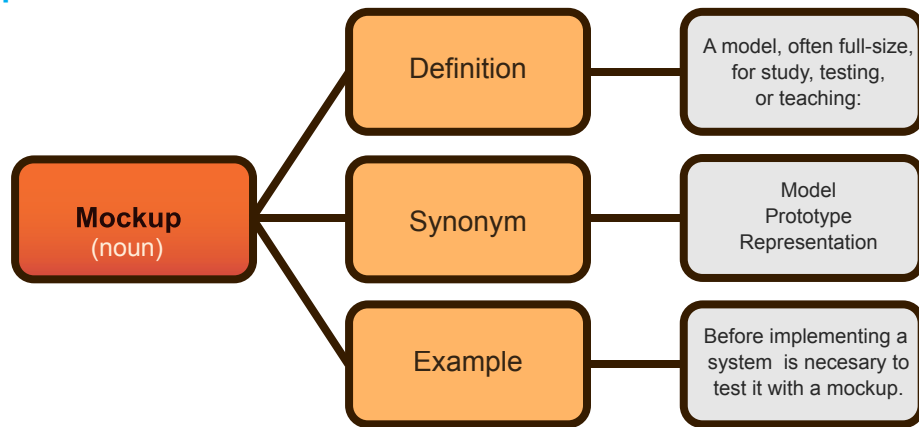
5.8. Process map



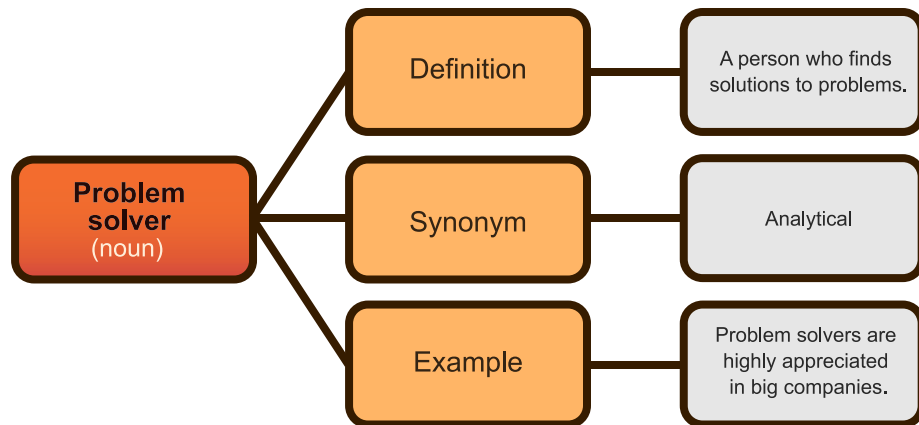
5.9. Collect information



5.10. Mockup



5.11. Problem solver



GLOSARIO

Collect information: Bring separate pieces of information together.

Curriculum Vitae: It is a document that describes your educational qualifications, professional profile and work experience.

Do an internship with: It means to work for a company temporarily in order to gain experience. Sometimes companies pay money to the interns.

Employer: A person or a company that employs people to work for that company.
Information system: A computer system within a company or organization for sharing information.

Information technology: Using computers and other electronic equipment to store and send information.

Internship: A job for a student who wants to gain some work experience.

Job vacancy: It refers to an unoccupied job or position.

Mockup: A model, often full-size, for study, testing, or teaching.

Need: Something that is necessary.

Network: A system or group of connected parts.

Position: It is a synonym word for “job”.

Problem solver: A person who finds solutions to problems.

Process map: A graphic representation, using symbols interconnected with lines, of the successive steps in a procedure or system.

Recruitment office: It is a place people visit to ask for help with their job search.

Requirement: Something that is demanded or needed.

Skill: It is an ability a person has to do something very well.

Solution: An answer to a problem.

Stakeholder: A person involved with an organization and has responsibilities towards it and an interest in its success.

Unemployed: An unemployed person doesn't have a job.

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CONTROL DEL DOCUMENTO

CONSTRUCCIÓN
OBJETO DE
APRENDIZAJE



UNDERSTANDING BASIC TECHNICAL LANGUAGE

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