Task 1 – Employability Skills

I am Simon light and I am writing this report as I will want to go into a career in the IT industry and it is important that I know what attributes I need to write down on a CV or present when I am in an interview. The aim of this report is to research jobs in the IT industry and pick out employee attributes needed. I will also define all attributes that I pick out to ensure I have full understanding.

# Specific Job Related

## Technical Knowledge

Knowledge that is needed to complete a specific task in the IT industry that includes hardware, software, security.

In IT Support you will need technical knowledge of the products you are dealing with e.g. if you are working for Dell, you need to know multiple products that Dell offer and need to know their common faults, diagnostics, how the product should be. You need to know what hardware these products use and how to replace them, find faults. You must know the inside and out of the security system in place on these products and make sure that you provide the right compensation/help in the specific areas. You must make sure that you do not void any warranties the customer may have and make sure everything you do or say will not damage any hardware or software that the customer could claim compensation for. You must know how all of the common software on these devices works, how they are used to their maximum, which ones may cause faults/ errors and how to avoid/fix this. You must know how to correctly install or remove a piece of software without damaging the product.

## Working Procedures

Knowledge and understanding how a business works and what systems are put in place to protect the business or the customer.

If you are working as a Software Developer you need great understanding of the procedures put in place by the company. If you are working for Adobe you need to know how the company operates. The health and safety systems put in place by the company is put in to protect you and your colleagues. If you break these it means you could seriously injure someone and therefore face disciplinary actions. You must know the data protection procedures put in place to protect the integrity of the business, you must know what you can and cannot access, you must know what and what you can’t talk about to people outside of the company, you must know permissions on deleting work that you have done. If you break these rules you will face disciplinary actions and make cost the company a lot of money. It may also mean that you lose a lot of work. You must also know company policies on everything else you do, this could range from saving work to lunch breaks to dress code. It is important to pick these up quickly so to retain your job and reach your full potential.

# General Attributes

## Time management

Managing your time so that all tasks can be completed.

It is very important that you manage your time well when working for a business. This is because you need to complete work to deadlines and if you don’t then it can have a knock on effect on the rest of the company. You should be able to priorities work so that all of it gets completed on time. If you do leave work to last minute then it will have knock on effects on the rest of you work meaning that may not be completed on time or to the best standard. This may mean that you are less likely to reach your potential and may not go as high in the company as you first wished. As delays can affect the rest of the company it may be that your role is reduced as you are not reliable or you may even lose your job completely. If you work as a software tester you need to priorities work that needs to be finished soonest. If you do not it may affect the whole of your company. If you are testing software from another company then it may mean that your company does not receive all of the money for the job and they may lose business due to reliability. This means you could face disciplinary action.

## Written and verbal skills

Communicating through your voice and computers and letters.

It is important to have written skills as it helps you cooperate in the work place. If you are working in a group of software developers you need to be able to communicate. This comes down to both verbal and written. This include writing emails, interacting on social media, texting, speaking, giving presentations. If you cannot do this then it may mean that work is not done to the correct standard and it may even be done twice. If you cannot give a presentation it may mean that work you set is not completed to the correct standard and the right work might not be done. Sending emails to customers is very important. If this is done in an improper way then it may mean that the company loses out on business. This could mean you could face disciplinary action which means you might not reach the full potential of your career.

## Creativity

To be able to think of different ideas to the rest of your team.

Creativity is very important in the IT industry. If you are a Software Developer you need to think of creative ways of getting round bugs, thinking of new ways to reach a customer’s expectation, to think of new and interesting apps/software for release in the marketplace. If you don’t do this then it may mean that your company falls behind its competitors. This may mean that you could face disciplinary actions or the company goes bankrupt. If you fail to successfully get round bugging then it may mean that the product goes out unfinished. This means your company may be seen as unreliable which could mean you face disciplinary action.

# Attitude

## Independence

To be able to successfully work on your own and achieve set goals.

If you work as an App Developer then you need to be able to work on your own and not always ask your manager for help. This will mean that you will be seen as a more reliable employee (meaning you will go higher up in the company), your manager is able to spend their time helping other people who need it and is able to spend more time helping you on the things you do ask, it means that you won’t be flooded by other people’s ideas. If you are not independent while working it will mean that you will not be able to complete work as efficiently, you will need lots of help which could mean you role is reduced.

## Tolerance

Being able to keep your cool when things don’t go as you want them to.

It is important to have tolerance in the workplace as you will be working with lots of people who will have different views. If you work as a Network Administrator and you are trying to find the best network solution there will be a lot of people in your team throwing ideas forward. You need to be calm and relaxed and take into account all ideas to find the best solution. If you are not then the solution you come up with may not fit the brief and your team may not get the job. If you are part of a team whose solution is not working as expected then you need to be tolerant of this and be calm so that you can identify errors and fix them. If you don’t do this you may become flustered and not identify the error in time. This means that your team is seen as unreliable and may not be selected for future tasks.

## Problem Solving

Being able to overcome problems made by you or by others.

If you work as a software developer then you need to be good at problem solving. This is so you can overcome bugs, find solutions for customer needs, and work out new ways of doing things. If you are good at problem solving it will mean that your work will take you less time and therefore you will become more efficient. This means you are more likely to move up in the company and reach your full potential. If are not a good problem solver then it means that some of your work may be sub-standard and you make not progress as much as you may have liked.