

Unit 6

Careers in IT



Picture 6.1

Learning Outcomes:

By the end of the lesson, the students are expected to be able to use appropriate English to:

- identify and explain kinds of careers in IT, their job descriptions, and responsibilities.
- describe a dream job.

Exercise 1: With your group, list IT jobs you know. What do people in these jobs do?

List of IT Jobs	Responsibility
Web designers/web masters	Create and maintain web pages and web applications for websites
computer security specialist	maintain and build secure computer systems.
hardware engineer	designs and develops IT devices.
blog administrator	edits and deletes posts made by contributors to a blog.
software engineer	writes computer programs.
helpdesk technician	helps end-users with their computer problems in person by email or over the phone.

Exercise 2: Complete these definitions with jobs from the box.

software engineer computer security specialist blog administrator helpdesk technician
DTP operator hardware engineer network administrator webmaster

1. A hardware engineer designs and develops IT devices.
2. A software engineer writes computer programs.
3. A blog administrator edits and deletes posts made by contributors to a blog.
4. A DTP operator uses page layout software to prepare electronic files for publication.
5. A network administrator manages the hardware and software that comprise a network.
6. A webmaster designs and maintain websites.
7. A computer security specialist works with companies to build secure computer systems.
8. A helpdesk technician helps end-users with their computer problems in person by email or over the phone.

Exercise 3: Read this team introduction. Complete the descriptions 1-4 in Column A with the IT jobs in column B.



Hi, I'm Sylvia. I create usernames and passwords and I set passwords and I set firewalls. This is Isabelle. Her job is to plan and design the network. And this is Andrew. His job is to make sure all the computers work properly. Finally, Mark and Latika. Their area is data processing. We all work for the university. Our office are in Building B.

Column A

1. Sylvia is a network administrator (c)
2. Isabelle is a network architect (d)
3. Andrew is a IT support officer (b)
4. Mark and Latika are database analyst (a)

Column B

- a. database analyst
- b. IT support officer
- c. network administrator
- d. network architect

Exercise 4: Listen to this dialog and choose the correct answer.

- Kathryn : Karim, what do you do?
- Karim : I am a (1) ~~website developer~~/network administrator. Who do you work for? >
- Kathryn : I work for CISCO. I'm a (2) ~~system analyst~~/website analyst there. Where are you from Karim? <
- Karim : I'm from Kuwait. I work for Microsoft there. And where are you from, Kathryn?
- Kathryn : I'm from (3) the ~~UK~~/US but now I live in Qatar. Do you know where Glenda's from? <
- Karim : She's from the US.
- Kathryn : And what's her job?
- Karim : She works for (4) ~~IBM/Dell~~. Her job is to set up new systems. <

Exercise 5: Listen to six people introducing themselves. Guess what jobs do they do?

- | | |
|--------------------------------|---------------------------|
| 1. Maria is a <u> f </u> . | a. database administrator |
| 2. Ahmed is a <u> c </u> . | b. systems analyst |
| 3. Freddy is a <u> d </u> . | c. helpdesk supervisor |
| 4. Hana is a <u> e </u> . | d. project manager |
| 5. Timothy is a <u> a </u> . | e. support technician |
| 6. Sophie is a <u> b </u> . | f. software developer |

Exercise 6: Listen to three people talking about their jobs. Complete these job responsibilities.

Name	Job	Responsibilities
Karl	Software <u>Developer</u>	Designs and <u>develop</u> computer games.
Heba	<u>System</u> Analyst	<u>Solve</u> computer problems.
Wojtek	Database <u>Administrator</u>	Analyses and <u>Present</u> electronic data.

Exercise 7: Listen the conversation between Ahmed, Betty, and Milo. Fill in the blank to complete the dialogue.

- Ahmed : Where do you work, Betty?
- Betty : I work for Dell, Dubai. What about you?
- Ahmed : I work for HP in Budapest. What do you do, Milo?
- Milo : I'm a software developer. I work for Microsoft in Prague.
- Betty : Milo, do you know Frida?
- Milo : Yes, I do. What do you want to know?
- Betty : Where does she work?
- Milo : She works with me in Prague. She designs websites for ecommerce.
- Ahmed : I see. Right, let's go. The workshop starts in five minutes.

Exercise 8: Listen to an IT employee telling his new manager about his job. What do you think his job is? Tick ✓ the things that usually happen.

1. ☒ Robert checks emails. y
2. ☒ Robert has emails waiting for him. y
3. ☒ Robert visits people at their desks. y
4. ☒ Sales people have problems. y
5. ☒ Robert attends meetings. y
6. ☐ Robert visits other companies.

Exercise 9: Read the following text about *Industry Overview on IT Career* and answer the following questions.

Industry Overview on IT Careers

When considering a career in Information Technology, you will soon realize that there are many career options and good jobs available. You will also discover that IT careers offer the flexibility to work in a variety of different industries. Just look around and you can see how much we rely on this technology every day. Then imagine being part of this exciting, growing, and fast-changing industry.

Today's IT plays a critical role in the work of all major industries as well as being a distinct industry on its own. The Information Technology Association of America (ITAA) reports that 92% of all IT workers are in non-IT companies, 80% of which are small companies. Even if the career you choose does not focus solely on IT, the job will likely involve the use of computers and technology to accomplish tasks and process information.

Students interested in becoming IT computer repair technicians or computer support specialists generally can get started with specialized training, an appropriate industry-skill certification, and/or an Associate degree in a computer-related field, plus hands-on experience with computers. Those aspiring to become computer programmers, network engineers, or database administrators usually should plan on at least 4-years of specialized college training.

Technical and professional certifications are also increasing in popularity and importance. IT workers are expected to continually update their knowledge and acquire new skills to remain qualified. In preparing for these credentials, community and technical colleges now play a central role in training new workers, in upgrading the skills of incumbent workers, and in preparing individuals transferring from other occupations.

Individuals interested in an IT career should possess curiosity, have the ability to think logically, and have strong problem-solving skills. A working knowledge of mathematics and good communication skills are also important since troubleshooting, teamwork, and helping others are vital aspects of most of IT jobs. In addition, Web designers and developers also need imaginative and artistic skills. Whether dealing with customers, managers, or other computer specialists, IT professionals need the abilities to solve technical challenges as well as to communicate effectively on paper, in-person, and electronically.

Right now - there are many high-skilled, interesting, and good-paying job opportunities in IT. In fact, America continues to suffer from a shortage of qualified IT workers with flexible and portable skills who can readily adapt and respond to ever-changing IT workplace demands and processes.

From entry-level technicians to computer scientists to chief information officers, there are limitless career possibilities in today's Information Technology. Why not explore how one of these opportunities might benefit you?

Adapted from <http://local.philadelphiaweekly.com>

Questions:

1. What is the general idea of the above article? career opportunities in Information Technology (IT), emphasizing its ubiquitous role across industries
2. What role does IT play in today? IT plays a critical role in the work of all major industries as well as being a distinct industry on its own.
3. How can students start to become a computer technician? Started with specialized training, an appropriate industry-skill certification, and/or an Associate degree in a computer-related field, plus hands-on experience with computers.
4. Why should IT workers upgrade their knowledge and skills? to remain or stay qualified.
5. What is/are needed by an individual to enroll in the IT career? have the ability to think logically and have strong problem-solving skills.

Exercise 10: There are ways in describing what are required for particular jobs. You can use modals like ***need to***, ***have to***, ***must***, and ***be + essential, critical***. Study the following examples.

Functions	Examples
Note how we describe requirements for particular jobs.	<ol style="list-style-type: none"> 1. You <i>need to</i> be able to empathize with the person at the other end of the phone. 2. IT managers <i>have to</i> take responsibility for budgets. 3. You <i>must</i> be interested in your subject. 4. You <i>must have</i> worked for at least two years in systems analysis. 5. Experience with mainframes <i>is essential/critical</i>.
We can also treat <i>need</i> as a modal verb and use the negative form <i>needn't</i> .	<ol style="list-style-type: none"> 6. You <i>needn't</i> have a degree in computing science.
We can describe things which are not requirements like this.	<ol style="list-style-type: none"> 7. You <i>don't need to</i> have a degree in computing science.
<i>Have to</i> is an ordinary verb. Its negative form is made in the usual way.	<ol style="list-style-type: none"> 8. You <i>don't have to</i> be an expert in everything.

***Mustn't* means it is important not to do something. It is used for warnings, rules and strong advice.**

9. You *mustn't* make unauthorized copies of software.

Exercise 11: Fill in the blanks with the appropriate form of the verbs, *need to*, *have to* and *must*, to make sensible statements. More than one answer is possible in some examples.

1. Technical qualifications need to be renewed at intervals to ensure they do not go out of date.
2. You don't have to become an expert in too narrow a field.
3. You need to have good communication skills to become an IT Manager.
4. You don't have to be an expert in hardware to become a programmer.
5. You must have worked with IBM mainframes for at least two years.
6. You must be able to show leadership.
7. You don't need to have a degree but it must be in computing science.
8. You need to have experience in JavaScript.
9. You have to use C++.
10. These days you have to know the BASIC.

Exercise 12: Make an essay about your dream job by answering these questions:

1. What is your dream job? Why do you want it? My dream job is to become mobile developer.
2. What are the responsibilities for the job? build and develop mobile applications.
3. How can you succeed in pursuing your dream job?
learn consistently in the field of mobile developer industries.
4. Do you think it is possible to reach your dream job? Why (not)?
Yes, I do. Because I'm still consistently learning to reach my dream.