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Interview for IT support jobs

Career development

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Inclusive workplaces

Working from Home for the Win (WFH FTW)

Working from home for the win(WFH FTW)

Working from home is increasing in popularity. Every day, more and more employees want to work from home. At the same time, more and more companies are evaluating the pros and cons of having employees work from the comfort of their homes and are looking for options they can provide to their employees, such as working from home full time or developing a hybrid model.

Working from home has its benefits. You are independent, no longer commuting, more productive. You save money on gas and clothing while being able to have more quality time with family and friends, an improved work-life balance, a flexible schedule, and more job opportunities, to mention a few.

What about a hybrid model? A hybrid model means some days at home and some days at the office. This raises questions, like how to choose which days to work at home? How many days in a week? A hybrid work schedule is a flexible approach where the employee and the employer agree on a mixed work environment of working from home and working at the office.

But the reality is, no matter if you are a full time or a hybrid work-from-home employee, you will need to set up your home work environment to suit your job responsibilities.

When working from home, you will need some standard and basic services and accommodations like reliable high-speed internet connection, a computer or laptop, a phone, headset, desk, and chair. Depending on your job, you may also need to have an accessible printer, some specific programs, an extra monitor, and so on. Also, you will need to have a noise/distraction free environment. As an IT support specialist working from home, if you are traveling to the customer location, you will need to have a toolbox with the necessary tools to do your job, along with a reliable way of transportation.

One of the challenges of working from home is scheduling your work week and staying organized. Before starting to work from home, make sure to set some ground rules:

- Decide your working hours. When you start your day, when you end it, lunch time, brain breaks, etc. After you
 decide your working hours, try to stick to them as much as possible.
- Plan your working tasks. Keep track of assignments for the month, the week, and the day. It will keep you
 organized and help you to meet your deadlines.
- Set some working rules to your loved ones. Establish when it is appropriate to get your attention, appropriate
 noise levels, and what is considered an emergency.
- Create boundaries between your work and your household chores.
- Learn how to prioritize your work.

Now that you have all that you need to start working from home successfully, it is time to learn to take advantage of the tools available to enhance collaboration. There are a few tools that will improve your productivity when working from home. Depending on your job, you will have these tools set up by your employer, or maybe you will have the flexibility to choose the one that is right for you. Whatever is the case, familiarize yourself with these types of tools:

- Calendar sharing
- File sharing
- Instant messaging
- Document synchronization
- Cloud storage
- Video-conferencing

Key takeaways

To successfully work from home:

- Set your work space to be comfortable for your
- Set a working schedule that works for you
- Be sure to have all the tools, software and equipment you need to perform your duties
- Take advantage of all the tools available for you to make your job productive

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