

Intro to the World of IT

Chapter 1

This presentation covers:

- > Examples of IT Roles
- > Qualities of a good technician
- > Basic computer types
- > Important computer parts
- > Windows environment
- > Basic computer terms

IT Roles

Do some research to find more roles.

- > PC Repair Tech
- > Database Administrator
- > Network Administrator
- > Server Administrator
- > Cable Installer
- > Data Analyst
- > Helpdesk Support
- > Programmer

Qualities of a Good Technician

“Soft skills” as they are known across many industries
are essential

Demonstrate Active Listening

- > Listen carefully to the customer
- > Make good eye contact
- > Show you are following the conversation and avoiding distractions
- > Clarify customer statements by asking related questions
- > Avoid interrupting the customer
- > Avoid condescending behavior
- > Ask open-ended questions

Have a Good Attitude

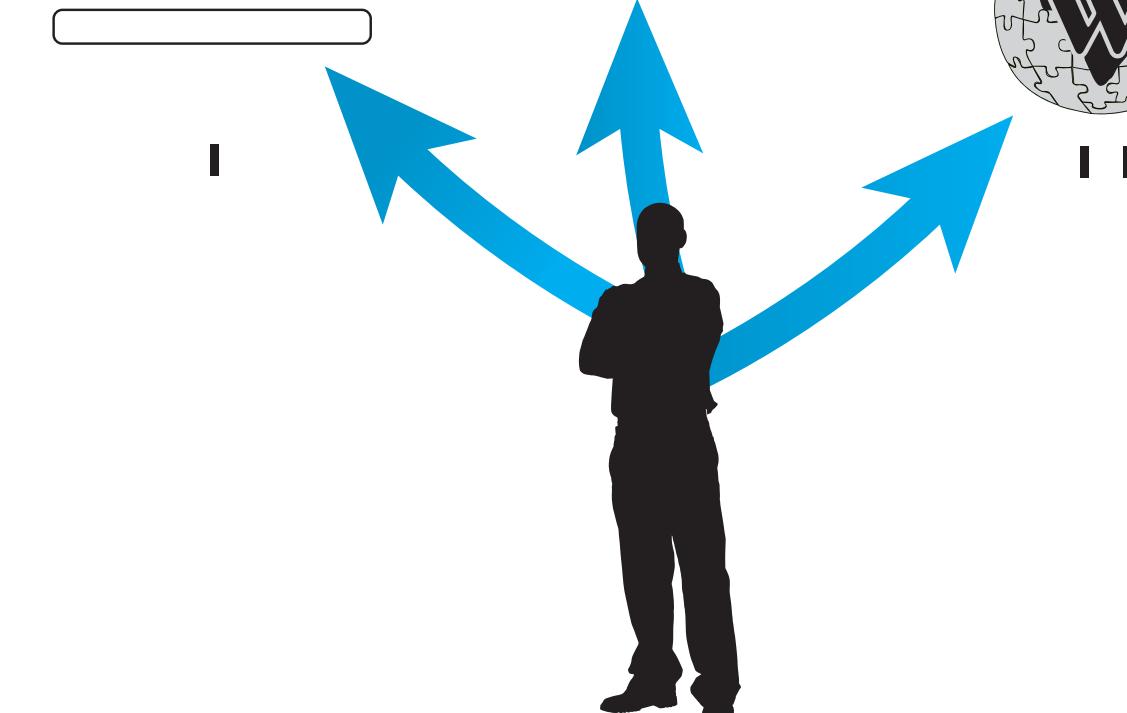
- > See every issue as an opportunity to help
- > Be sensitive to other cultures
- > Take the time to listen to the entire problem
- > Avoid blaming others
- > Do your best with every opportunity

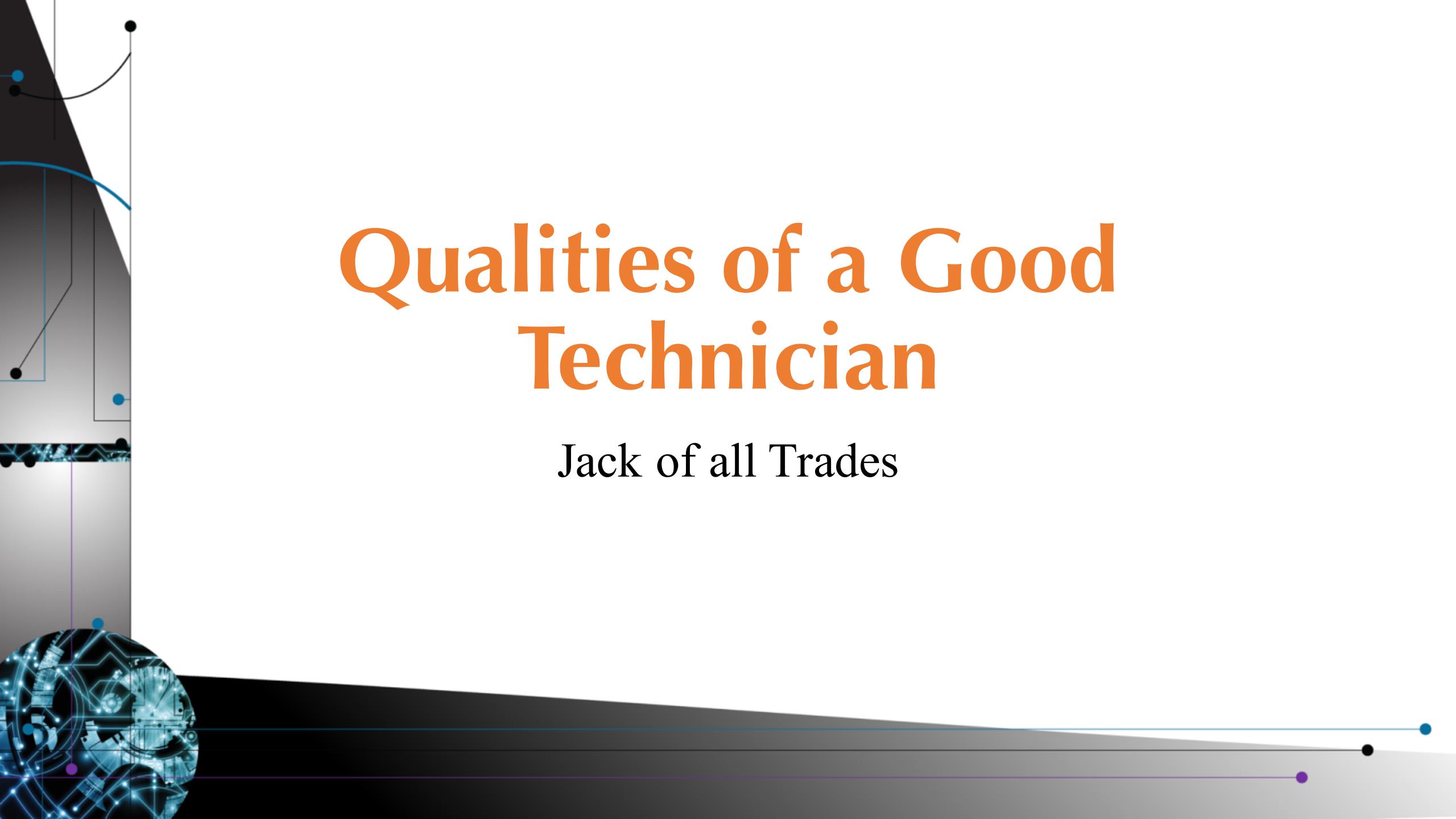
Apply Logic

- > Recognize computer terminology
- > Speak clearly and concisely to others
- > Stay current in the latest information
- > Research information to help solve problems
- > Use deductive or inductive reasoning to troubleshoot and repair



i | Forums





Qualities of a Good Technician

Jack of all Trades

The Top 10 Essentials

Operating Systems expert

Hardware authority

Able to install software

Effective communication

Patience

Good listener

Empathetic

Juggler of time and priorities

Problem Solver

Technical Info Translator

COMPUTER TECHNICIAN: JACK OF ALL TRADES!

1 EXPERT IN OPERATING SYSTEMS



2 KNOW A LOT ABOUT HARDWARE



3 ABLE TO INSTALL SOFTWARE



4 COMMUNICATES EFFECTIVELY



5 A PATIENT PERSON



6 A GOOD LISTENER



7 EMPATHETIC



8 JUGGLER OF TIME AND PRIORITIES



9 A PROBLEM SOLVER



CAN TRANSLATE TECHNICAL INFORMATION SO OTHER PEOPLE CAN UNDERSTAND



Computer Hardware

Computer Types and Parts

Computer Types



All-in-one Computer



Laptop



Tower Computer



Tablet



Phone

Computer Parts

Device Drivers

Hard Drive

Video Card

Keyboard

Display

Power Supply

Motherboard

Case

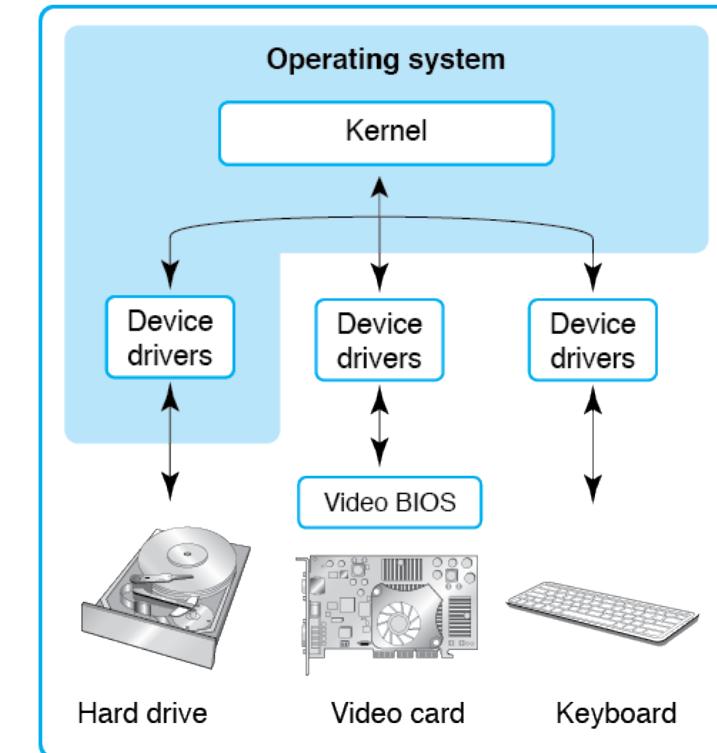
Mouse

Memory



User

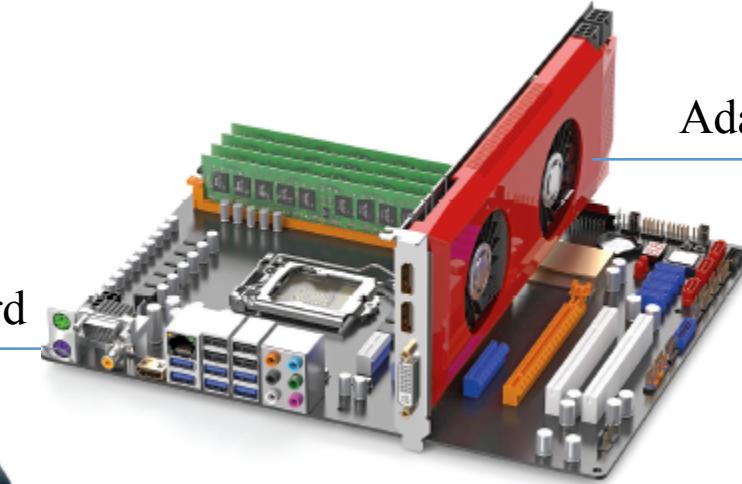
Software applications



Computer Parts



Display



Motherboard



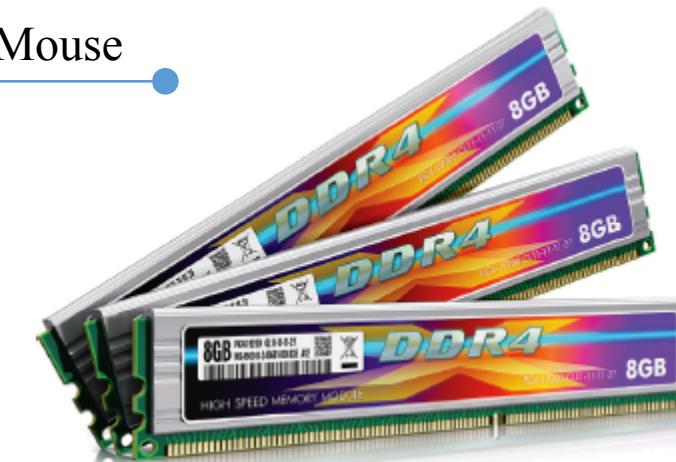
Keyboard



Mouse



Hard Drive



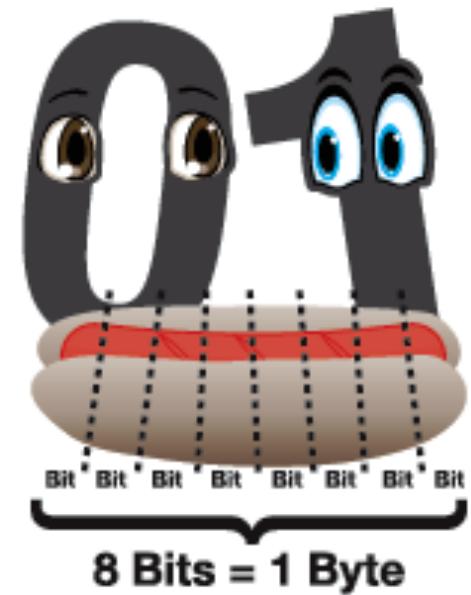
Memory

Data Storage

Digital 1s and 0s

Bits and Bytes

- > Bit – a 1 or a 0
- > Byte – 8 bits
- > Kilobyte (KB) – approximately one thousand bytes
- > Megabyte (MB) – approximately one million bytes
- > Gigabyte (GB) – approximately one billion bytes
- > Terabyte (TB) – approximately one trillion bytes



Windows Environment Skills

- > You may not have the ability to ask the customer what version they are using or the customer may not know
- > Complete the exercises at the end of Chapter 1 to become familiar with Windows 7, 8, 10 environments

Computer Terms

Refer to the glossary terms at the end of the textbook chapter. Review Chapter 1 and become familiar with the terms.

This PPT deck was developed to support
instruction of

**The Complete CompTIA A+ Guide to IT
Hardware and Software 7th Ed.**

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