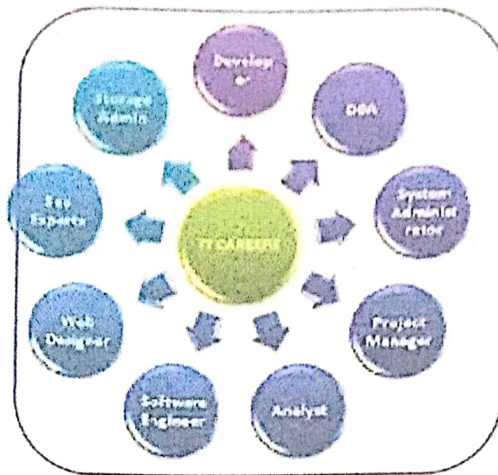# Unit 6
Careers in IT

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
Data Analyst	collect, analyze and interpret data to support decision making
Developer	create and develop software and codes for applications
Database Administrator	manage and maintain the organization's database
Business Analyst	Analyze business needs and design appropriate IT solutions
Game Developer	create computer or video games

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

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

1. A _____ designs and develops IT devices. Hardware Engineer

2. A _____ writes computer programs. Software Engineer

3. A _____ edits and deletes posts made by contributors to a blog. Blog Admisitrator

4. A _____ uses page layout software to prepare electronic files for publication. DTP operator

5. A _____ manages the hardware and software that comprise a network. Network administrator

6. A _____ designs and maintain websites. web master

7. A _____ works with companies to build secure computer systems. Computer security specialist

8. A _____ helps end-users with their computer problems in person by email or over the phone. Helpdesk technical

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	Column B
1. Sylvia is a _Network Administrator_	a. database analyst
2. Isabelle is a _Network architect_	b. IT support officer
3. Andrew is a _IT support officer_	c. network administrator
4. Mark and Latika are _database analyst_	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.

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

1. f Maria is a _software developer_   a. database administrator

2. c Ahmed is a _helpdesk supervior_   b. systems analyst

3. D Freddy is a _project manager_   c. helpdesk supervisor

4. e Hana is a _support technician_   d. project manager

5. q Timothy is a _database administratore_.   e. support technician

6. b Sophie is a _system analyst_   f. software developer

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

Name	Job	Responsibilities
Karl	Software Developer	Designs and develop computer games.
Heba	System Analyst	Solve computer problems.
Wojtek	Database administrator	Analyses and present electronic data.

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

Ahmed : Where ___are___ 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 ___nom___ 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 ___ecommers___.

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.

2. ☐ Robert has emails waiting for him.

3. ☑ Robert visits people at their desks.

4. ☐ Sales people have problems.

5. ☑ Robert attends meetings.

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?

2. What role does IT play in today? *Today's IT plays a critical role in the work of all major...*

3. How can students start to become a computer technician?

4. Why should IT workers upgrade their knowledge and skills?

5. What is/are needed by an individual to enroll in the IT career?

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
	I must I have
Note how we describe requirements for particular jobs.	1. You *need to* be able to empathize with the person at the other end of the phone.
	2. IT managers *have to* take responsibility for budgets.
	3. You *must* be interested in your subject.
	4. You *must have* worked for at least two years in systems analysis.
	5. Experience with mainframes *is* essential/critical.
We can also treat *need* as a modal verb and use the negative form *needn't.*	6. You *needn't* have a degree in computing science.
We can describe things which are not requirements like this.	7. You *don't need to* have a degree in computing science.
Have to is an ordinary verb. Its negative form is made in the usual way.	8. You *don't have to* 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 _need_ become an expert in too narrow a field.

3.   You _need_ to have good communication skills to become an IT Manager.

4.   You _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 _dont_ ^have to^ have a degree but it _must_ be in computing science.

8.   You _must_ to have experience in JavaScript.

9.   You _dont_ ^need^ to use C++.

10.   These days you ___ ^dont have to / must not^ BASIC.

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

1.   What is your dream job? Why do you want it?

2.   What are the responsibilities for the job?

3.   How can you succeed in pursuing your dream job?

4.   Do you think it is possible to reach your dream job? Why (not)?