UNIT 12

Jobs in ICT

IT professionals

A **Complete these definitions with jobs from the box.**

| software engineer | computer security specialist | blog administrator | help desk 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 maintains websites.
7 A **computer security specialist** works with companies to build secure computer systems.
8 A **help desk technician** helps end-users with their computer problems in person, by email or over the phone.

Webmaster Task

▶ Advise internal groups on all issues relating to the web site.

▶ Own site releases, QA signoff, and documentation.

▶ Ensure site is optimized and is cross-platform and cross-browser compatible.

▶ Design, develop, and execute site architecture and navigation including redesigns and upgrades.

▶ Collaborate with creative staff on design and layout issues to facilitate web publishing.

Webmaster Salary

▶ The average salary for a Webmaster is $51,533 per year. Most people with this job move on to other positions after 20 years in this career. Pay for this job rises steadily for more

$35K $42K $52K $65K $78K

MEDIAN: $52,444

⭐

10%   25%   50%   75%   90%
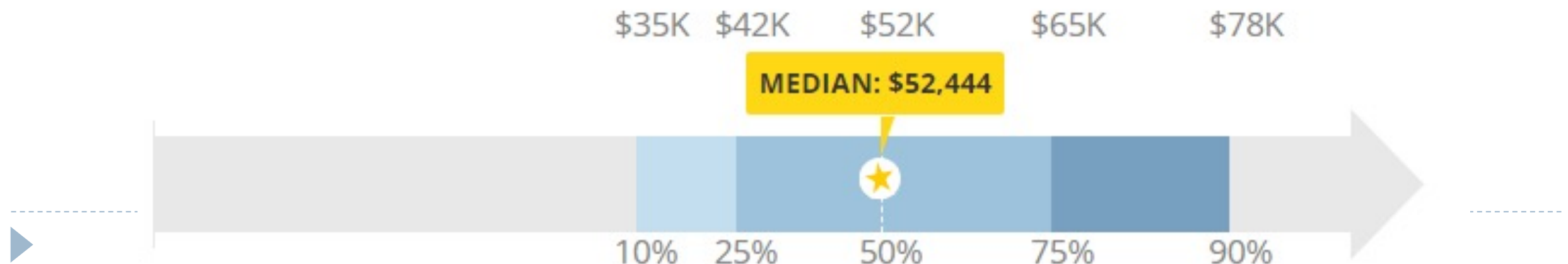
Hardware Engineer Tasks

▸ Define and coordinate corrective action changes.

▸ Write documentation and test specifications.

▸ Research, design, develop, and test computer or computer-related equipment.

▸ Provide technical support to team members.

Hardware Engineer Salary

▸ A Hardware Engineer earns an average salary of $83,631 per year. Most people with this job move on to other positions after 20 years in this field. A skill in verilog is associated with high pay for this job.

| $60K | $70K | $85K | $110K | $130K |

MEDIAN: $85,191

| 10% | 25% | 50% | 75% | 90% |
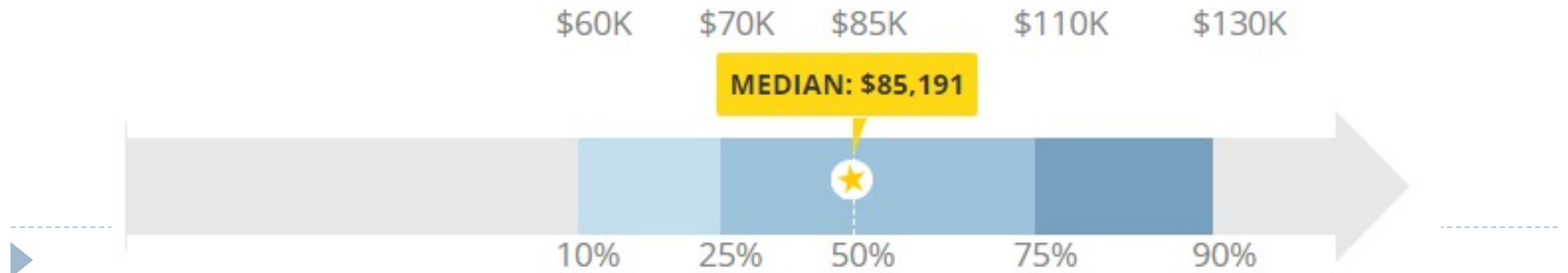
Software Engineer Tasks

▸ Test and document software for client applications.

▸ Write, modify, and debug software for client applications.

▸ Write code to create single-threaded or user interface event driven applications, either stand-alone and those which access servers or services.

▸ Use source debuggers and visual development environments.

Software Engineer Salary

▸ The average pay for a Software Engineer is $81,884 per year. Most people move on to other jobs if they have more than 20 years' experience in this career.

| $59K | $69K | $82K | $100K | $120K |

MEDIAN: $82,269

| 10% | 25% | 50% | 75% | 90% |
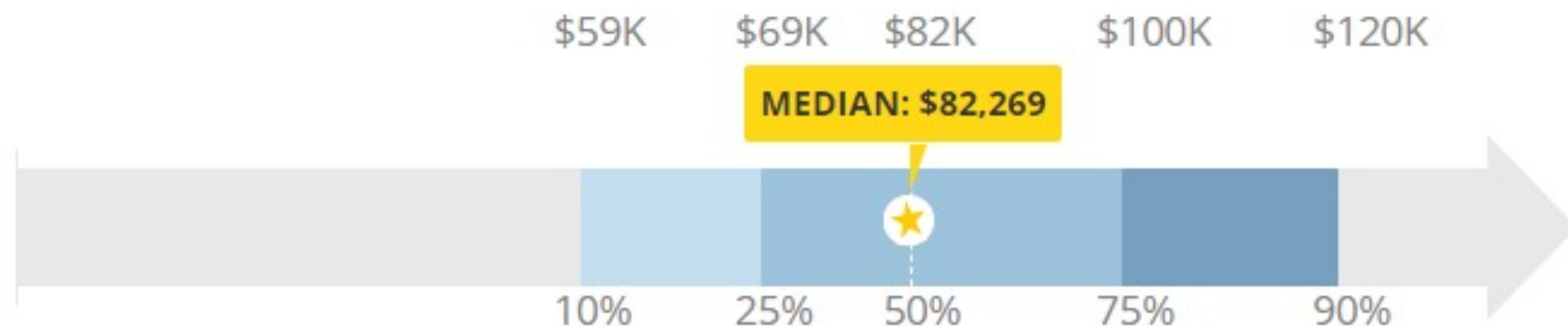
Network Administrator Tasks

- Perform delivery, physical setup, installation, troubleshooting and repair of all hardware and software.
- Train users on software applications, systems, and telecom systems.
- Maintain telecom system, including telecom, handsets, and company PDA's.
- Maintain IT inventories updating schedules as needed and properly disposing of equipment.

Network Administrator Salary

- Men make up the majority of Network Administrators in the United States, bringing in about $58K annually. Final cash compensation to Network Administrators varies from around $38K to approximately $79K; choice pay grades include potential for bonuses and profit sharing as high as $7K and $8K, respectively. The most important factor affecting compensation for this group is the company, followed by geography and years of experience. Most report receiving medical coverage from their employers and a strong majority collect dental insurance. Work is enjoyable for Network Administrators, who typically claim high levels of job satisfaction.

Computer Security Specialist Tasks

▸ Analyze and define security requirements for local and wide area networks.

▸ Update secure configurations by routinely reviewing vendor sites, bulletins, and notifications for security information.

▸ Recertify application, platform, and server security periodically.

▸ Provide technical advice on access control, security models, disaster recovery, business continuity planning, and security awareness training.

▸ Plan, implement, monitor, and troubleshoot internal information technology security policies, application security, access control, and corporate data safeguards.

Computer Security Specialist Salary

▸ A Computer Security Specialist earns an average salary of $76,667 per year. Skills that are associated with high pay for this job are Computer Security, Security Testing and Auditing, and Security Risk Management. People in this job generally don't have more than 20 years' experience.

▸

Help Desk Technician Tasks

▸ Install and update desktops, laptops, PDAs, peripherals, networks, and related software.

▸ Troubleshoot all information technology issues, including software, hardware, and networking.

Help Desk Technician Salary

▸ A Help Desk Technician earns an average wage of $15.94 per hour. Most people move on to other jobs if they have more than 20 years' experience in this career. A skill in Help Desk / Desktop Support (Tier 2) is associated with high pay for this job.

DIGITUM-UK

SENIOR PROGRAMMER required by DIGITUM-UK, a leading supplier of business systems to the insurance industry.

You will be able to work on the full range of software development activities – analysis, design, coding, testing, debugging and implementation. At least two years' experience of COBOL or C++ is necessary.

As we are active in Europe, fluency in French, Italian or another European language is desirable.

Don't miss this opportunity to learn new skills and develop your career.

Send your CV to CHRIS SCOTT, PERSONNEL MANAGER, DIGITUM-UK, 75 PARKSHILL STREET, LONDON SW14 3DE

You can visit our website at www.digitum-uk.com

1 logical reasoning ☐
2 patience and tenacity ☐
3 being good with figures ☐
4 imagination ☐
5 self-discipline ☐
6 accuracy ☐
7 leadership skills ☐
8 efficiency ☐
9 creativity ☐
10 drawing skills ☐

DTP operator

required for a leading financial magazine.

We are looking for a bright, competent QuarkXPress operator with at least three years' experience in design and layout. Skills in Photoshop, Freehand or Illustrator an advantage.

Ability to work in a team and to tight deadlines is vital.

Please apply in writing, with CV and samples of your work, to Tom Parker, Production Manager, Financial Monthly, Stockton Street, London EC1A 4WW
Or apply online:

Apply now

1   logical reasoning ☐
2   patience and tenacity ☐
3   being good with figures ☐
4   imagination ☐
5   self-discipline ☐
6   accuracy ☐
7   leadership skills ☐
8   efficiency ☐
9   creativity ☐
10 drawing skills ☐

Enthusiasm
Communication skills
Reliability
Punctuality
Confidence
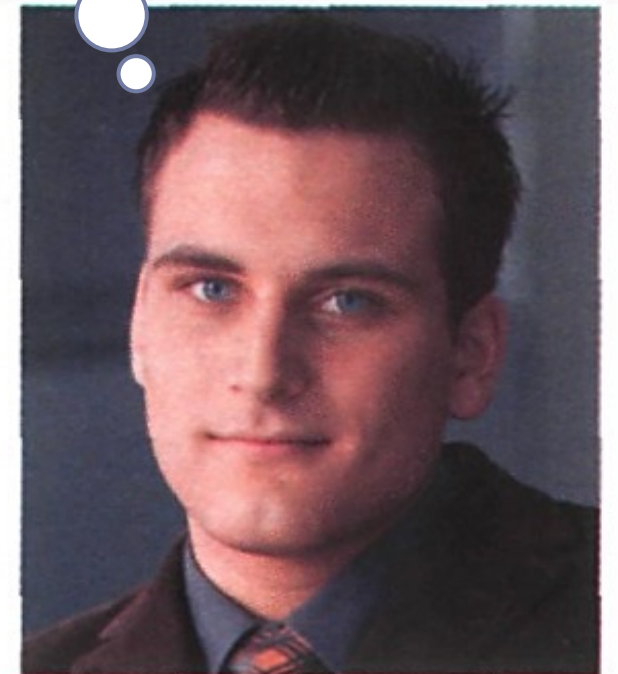
For, since, ago, until

- **for** để chỉ một khoảng thời gian

  *I've lived in Liverpool **for** five years.*

- **since** để chỉ một mốc thời gian

  *I've been unemployed **since** May 2005.*

- Sử dụng **ago** với quá khứ đơn để nói về khoảng thời gian mà một việc đã xảy ra. **Ago** đặt sau khoảng thời gian.

  *I got married five years **ago**.*

- **until** có nghĩa là đến một thời điểm nhất định

  *I stayed at high school **until** I was 18.*

Complete the letter with *for, since, ago* or *until*.

Dear Mr Scott,

I am writing to apply for the position of Senior Programmer; which was advertised on 28th March in The Times.

I graduated in May 2002 and did a work placement with British Gas as part of my degree. Before taking my present job I worked for a year with NCR. I stayed in this job (1) __until__ March 2004.

(2) ____For____ the last three years I have been working as a software engineer for Intelligent Software. I have designed four programs in COBOL for commercial use, and (3) ____since____ January I have been writing programs in C for use in large retail chains. These have been very successful and we have won several new contracts in the UK and Europe on the strength of my team's success.

Two years (4) ____ago____ I spent three months in Spain testing our programs and also made several visits to Italy, so I have a basic knowledge of Spanish and Italian. I now feel ready for more responsibility and more challenging work, and would welcome the opportunity to learn about a new industry.

I enclose my curriculum vitae. I will be available for an interview at any time.

I look forward to hearing from you.

Yours sincerely,

Sarah Brown

A Read the letter of application and answer these questions.

1. Which job is Sarah Brown applying for?
2. Where did she see the advertisement?
3. How long has she been working as a software engineer?
4. What type of programs has she written?
5. When did she spend three months in Spain?

A job interview

Chris Scott, the Personnel Manager at Digitum-UK, is interviewing Sarah Brown. Listen to part of the interview and complete his notes.

Name: Sarah Brown

Qualifications:
Degree in (1) Computer Sciences
(Aston University)
Languages: Basic Spanish and Italian

Work experience:
NCR: (2) Analyst programmer (one year)
Software for:
(3) General commercial use

Programs for:
(4) IBM mainframes
Database knowledge:
(5) Microsoft Access and dBase 5
Present job: Works for Intelligent
Software writing programs in COBOL
and C.

Reasons for applying:
(6) wants something more demanding
and with more responsibility; wants
to learn about a new industry

HELP box

Present perfect simple

We form the present perfect simple with **have/has** + past participle.

I've used Microsoft Access for many years.
I haven't used Microsoft Access for years.

We use this tense to talk about:

- States that started in the past and continue to the present.
  Since 2006, I've been a computer operator for PromoPrint.

- Past actions that continue to the present, where we put an emphasis on quantity (*how many*).
  I have designed four programs in COBOL.

- Personal experiences, especially with **ever** and **never**.
  Have you ever worked *with databases?*
  I've never worked *with databases.*

Present perfect continuous

We form the present perfect continuous with **have/has been** + present participle.

*Since January **I've been writing** programs in C.*

We use this tense to talk about:

- Actions which started in the past and are still happening.
  *For the last three years **I've been working** as a software engineer for Intelligent Software.*

- Past actions that continue to the present, where we put an emphasis on duration (*how long*).
  She's been working *all morning.*

Contrast with the past simple

We use the past simple to talk about events that happened at a specific time in the past that are now finished.

*I **graduated** in May 2003.*
Not: ~~I have graduated~~ *in …*
*I **stayed** in this job until March 2004.*
*Two years ago, I **spent** three months in Spain.*

A Look at the HELP box and then choose the correct words in brackets to complete these sentences.

1 He ('s never liked / 's never been liking) Maths.

2 They ('ve worked / 've been working) on the project all day.

3 John ('s used / 's been using) the computer for hours – he looks really tired.

4 How many emails (have you written / have you been writing) today?

5 She ('s written / 's been writing) this essay since 9 o'clock.

6 They ('ve interviewed / 've been interviewing) five candidates today.

B Put the verbs in brackets into the present perfect simple or past simple.

1 She (be) ....has been........ a software engineer since 2004.

2 After graduation I (work) ....have worked........ for a year with NCR.

3 (you ever wo Have you ever worked as an IT consultant?

4 I (lose) ....have lost........ my PDA.

5 I (send) ....sent........ my CV last Monday. Have you received it yet?

Applying for a job

Look at the job advertisement for a Webmaster at eJupiter. Maria Quintana is interested in applying. Use her curriculum vitae on page 155 to write a letter of application. Follow these steps:

Paragraph one: reason for writing

I am writing to apply for the position of ...

Paragraph two: education and training

I graduated in (date). . .
I completed a course in ...

Paragraph three: work experience

For the past X years I have been ...
Since X I have been ...

Paragraph four: personal skills

I spent X months in (country)... , so I have knowledge of (foreign languages).
I can ...

Paragraph five: reasons why you are applying for this job

I now feel ready to ... and would welcome the opportunity to ...

Paragraph six: closing/ availability for interview

I enclose... I look forward to ... I will be available for an interview . ..

Vacancies at eJupiter.co.uk

Webmaster

We are seeking a Webmaster for eJupiter.co.uk, a company dedicated to e-commerce.

The successful candidate will manage our website. You will be responsible for making sure the web server runs properly, monitoring the traffic through the site, and designing and updating our web pages.

Experience of using HTML and Java is essential. Experience of Adobe PDF and Photoshop is an advantage. The successful candidate will also have knowledge of web editors – MS FrontPage or equivalent.

Send your CV and a covering letter to James Taylor, eJupiter Computers, 37 Oak Street, London SW10 6XY

Curriculum vitae

Personal information

Name: María Quintana

Address: Avda Séneca, 5, Madrid 28040

Telephone: 00 34 91 5435201

Email: mquintana0782@telefonica.net

Date of birth: 28/07/82

Education and Training

2006	Online diploma in web-based technology for business, www.elearnbusiness.com
2005	Course in web design at the Cybernetics College, London: HTML, Java and Macromedia Dreamweaver
2004	Course in computer hardware and networking at the Cybernetics College, London
1999–2004	Degree in Computer Science and Engineering, University of Madrid

Work experience

January 2006 – present	Part-time Webmaster at www.keo.es; responsible for updating the site and using Adobe Flash to create animations
May 2005 – December 2006	IT consultant at Media Market, specializing in e-commerce and IT strategies

IT skills

Knowledge of multiple computer platforms (Windows, Mac and Linux); strong database skills (including the popular open source MySQL database); complete understanding of graphics formats and Cascading Style Sheets

Personal skills

Social and organizational skills
Good communication skills

Languages

Spanish mother tongue; English (Cambridge CAE); Arabic (fluent)

Hobbies and Interests

Web surfing, listening to music and travelling

References

Miguel Santana, Manager, keo.es
Sam Jakes, Lecturer, Cybernetics College

James Taylor

eJupiter Computers

37 Oak Street, London SW10 6XY

3rd May 2008

Dear Mr Taylor,

I am writing to apply for the position of Webmaster, which was advertised on monster.com on April 21st.

I graduated in 2004 with a degree in Computer Science and Engineering from the University of Madrid. After I left university, I did a course in computer hardware and networking at the Cybernetics College, London. In 2005, *I completed a course in* web design, where I learnt to use HTML, Java and Macromedia Dreamweaver. I also have a diploma in web-based technology for business.

For the last three years, I have worked part-time at keo.es, where I have been responsible for updating the website regularly. I have also used Adobe Flash to create media animation. *Before taking my present job*, I worked as an IT consultant at Media Market, a company specializing in e-commerce and IT strategies.

I studies languages at school and have the Cambridge CAE certificate in English. When I was a teenager I spent several years in Morocco so I also have a fluent level of Arabic. *I have knowledge of* most computer platforms (Windows, Mac and Linus) and good communication skills. In my spare time I like listening to music and travelling.

Now I feel ready to take the next step in my career *and would welcome the opportunity to* work for a company like eJupiter.

I enclose my curriculum vitae and *I look forward to hearing from you*. I will be available for an interview at any time from Monday.

Yours sincerely,

Maria Quintana