



# Introduction 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

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

# Roles in IT




FIGURE 1.1 IT roles



# Qualities of a Good Technician

“Soft skills” 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

# Active Listening Techniques

- > Closed-ended questions – yes/no
- > Open-ended questions allows customers to explain

## Closed-ended questions



I saw where you logged a printer problem today, Bob. What do you want to bet the problem is the toner cartridge?



So you are having email issues, Mrs. Jones. Do you have the conversations option enabled?

## Open-ended questions



I saw where you logged a printer problem today, Bob. What happened?



So what email issues are you having, Mrs. Jones?



# 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

Chances of Success Increase  
with a Positive Attitude.

I see every issue as an opportunity to help or be positive.

I am sensitive to other cultures.

I don't take the time to listen to the entire problem.

I blame others.

I think, "I can't, I won't, or I won't even try."

100%

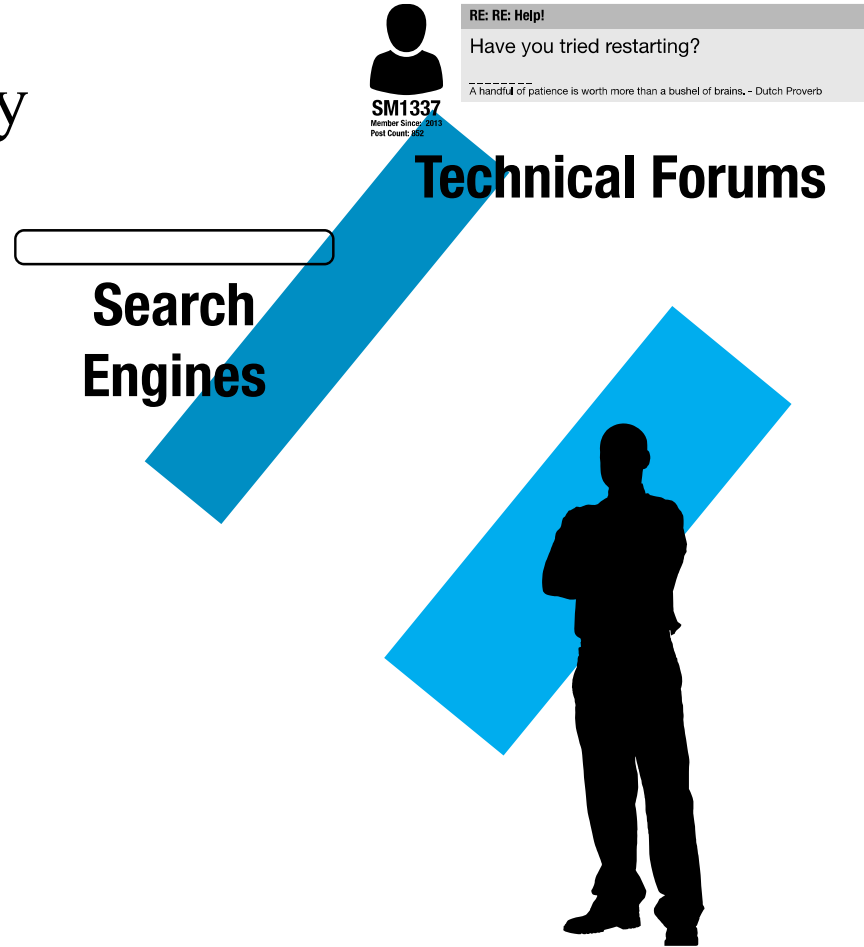


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# Apply Logic

- > 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





# Searching for Information

- > Use descriptive words; omit *the*, *in*, *at*, *for*, etc.
- > Stay simple (install rather than installing, installed, installation)
- > Use quotations for an exact phrase – “Windows 10”
- > Use OR “dot matrix” OR “impact printer” (| can also be used)
- > Use the minus sign: memory –brain
- > Use AND: computer AND memory
- > Include the vendor: Microsoft Windows 10



# 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

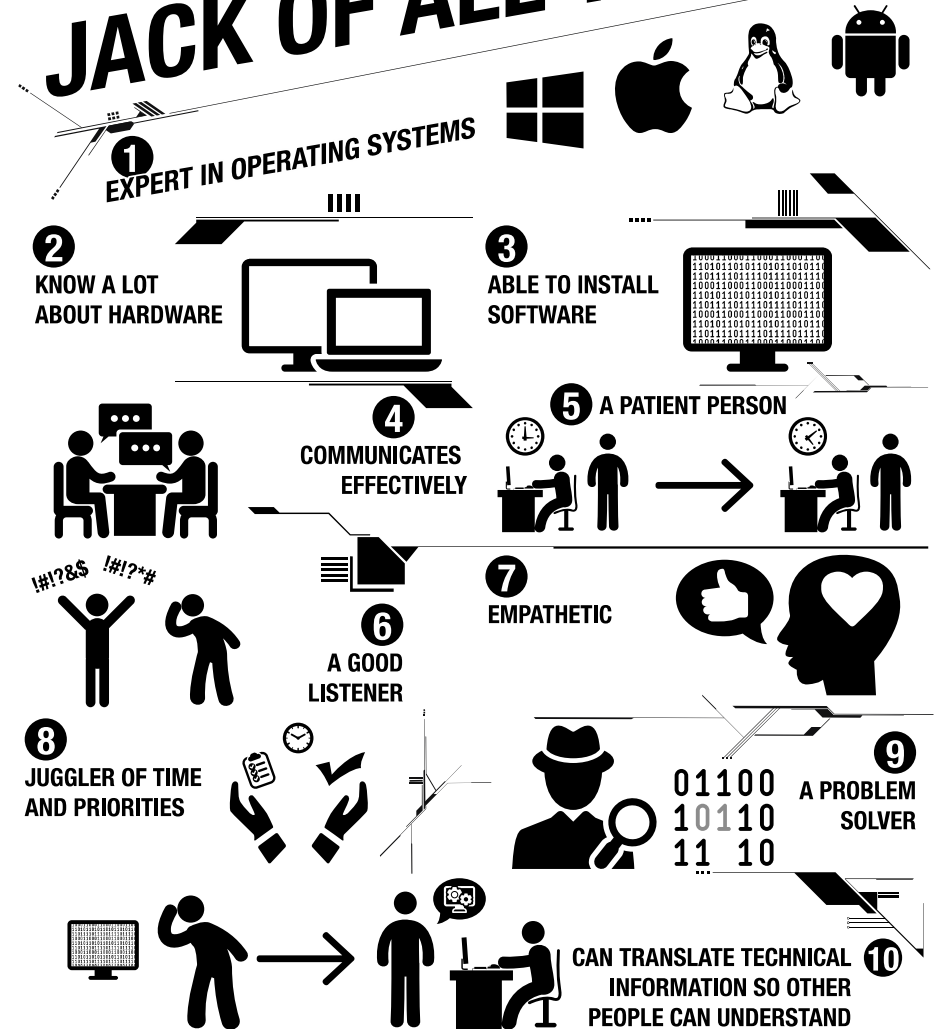
Empathetic

Juggler of time and priorities

Problem Solver

Technical Info Translator

## COMPUTER TECHNICIAN: JACK OF ALL TRADES!





# Computer Hardware

Computer Types and Parts



# Computer Types



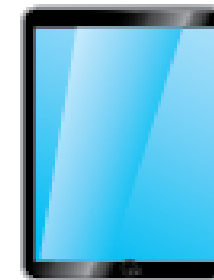
All-in-one Computer



Laptop



Tower Computer



Tablet



Phone

# Computer Parts

Device Drivers

Hard Drive

Video Card

Keyboard

Display

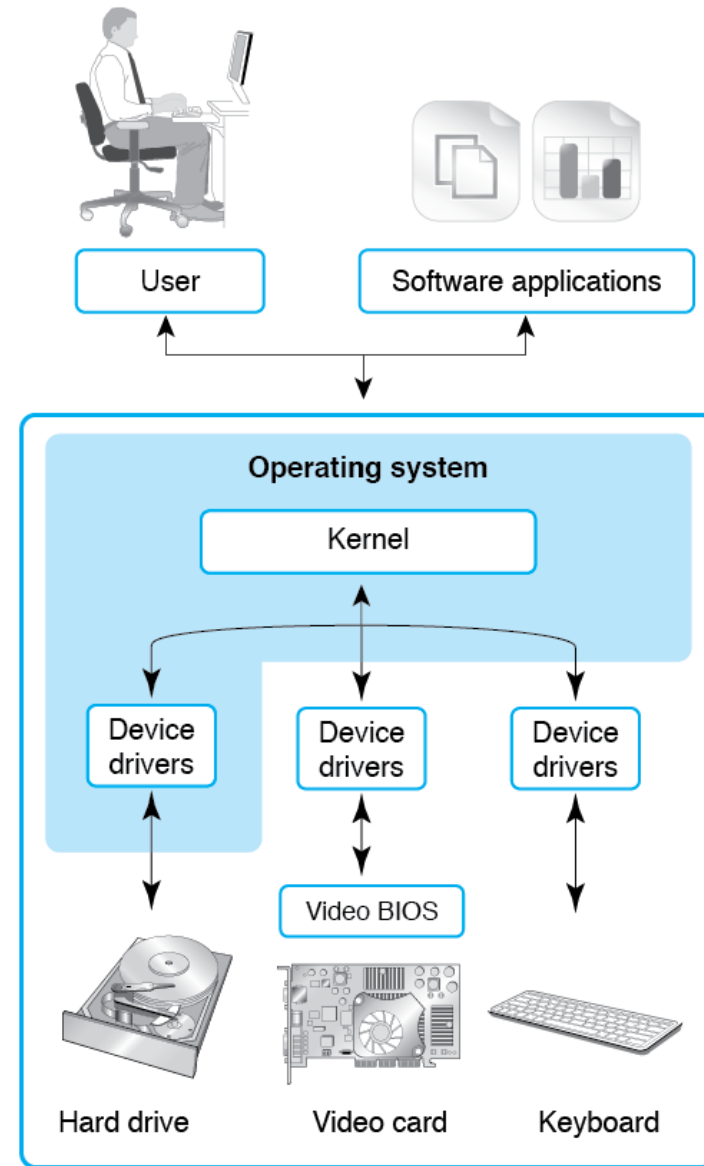
Power Supply

Motherboard

Case

Mouse

Memory





# Computer Parts



Display

Motherboard



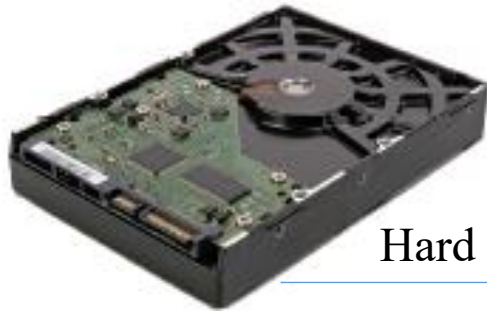
Adapter



Keyboard



Mouse



Hard Drive



Memory

# Computer Parts



Power Supply



Optical Drive



Case



# Data Storage

Digital 1s and 0s



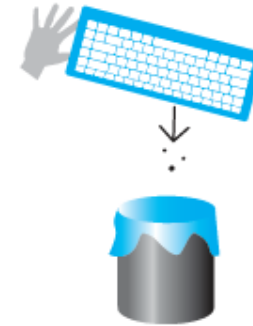
# Mouse/Keyboard Preventive Maintenance

## > Mouse

- > Wipe with a damp, lint-free cloth
- > Use compressed air

## > Keyboard

- > Shake out debris
- > Use wipes, brush, vacuum, and/or compressed air



1. Turn keyboard upside down and gently shake out debris

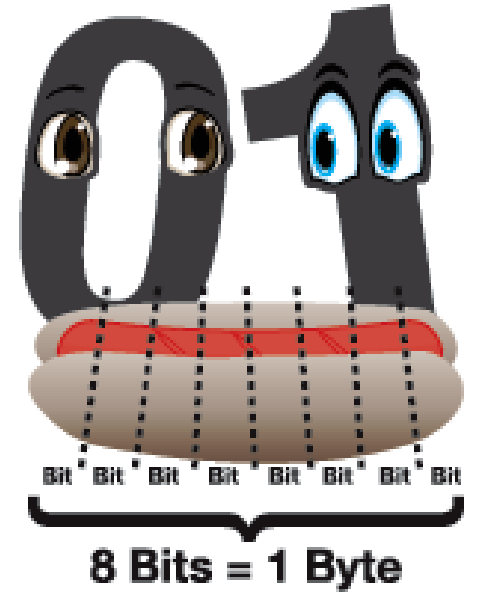


2. Clean the keyboard (several options shown)



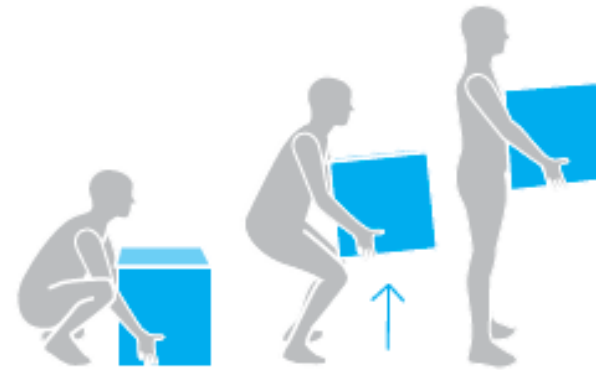
# Bits and Bytes

- > 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



# Safety Tips

- > Power off the computer and remove power cord
- > Don't work inside an older CRT monitor or power supply unless trained in electronics
- > Remove jewelry
- > Use proper lifting techniques



- Bend at the knees
- Use your legs to lift
- Use lifting aids when possible
- Ask for assistance when possible





# 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 8th Ed.**

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