

Topic 9

Jobs in ICT

Pages 72-79

Discuss

- Why is working in IT sector so popular nowadays?
- What are the advantages and disadvantages of working in IT?
- What skills and qualifications do you need to become an IT expert?
- Brainstorm as many IT job titles as you can. What are their job responsibilities?



People in Computing

What do the following people in computing do?

1. **Webmaster** **d**

2. **Help-desk troubleshooter** **e**

3. **Applications programmer** **b**

4. **Security specialist** **c**

5. **Systems programmer** **a**

a) installs system software and prepares the installation by studying software capabilities and operations

b) develops new software **applications**.

c) analyzes IT specifications to assess **security** risks.

d) maintains websites for clients and businesses.

e) provides technical **assistance** for questions and problems.

Choose a text to read (A, B, C) and fill in the table:

	A	B	C
1. Job title			
2. Nature of work			
3. Formal qualifications			
4. Personal qualities			
5. Technical skills			
6. How to get started			
7. How to make progress			

Text A – key

1. Job title	PROGRAMMING EXPERT
2. Nature of work	-
3. Formal qualifications	Some kind of formal qualification (not essential) and experience in programming
4. Personal qualities	Good memory, attention to detail, logical mind, being methodical
5. Technical skills	C, C++, Delphi, Java, Visual Basic
6. How to get started	Subscribe to programming magazines, get student editions of programs and a book on programming
7. How to make progress	Enroll in a training course

Text B – key

1. Job title	COMPUTER CONSULTANT
2. Nature of work	Does consultancy work for a company for a short period, then moves on: does not have a contract with the company
3. Formal qualifications	Microsoft or Novell qualifications and Microsoft and Novell Linux certification exams are important, not university degrees
4. Personal qualities	-
5. Technical skills	Visual Basic, C++ and more
6. How to get started	get a technical role at work, study in the evening
7. How to make progress	Move to a junior consultancy position, run big projects

Text C – key

1. Job title	IT MANAGER
2. Nature of work	Maintenance of servers, installation of new software, staffing a help desk and support group, multiple development projects...
3. Formal qualifications	5 years of experience, 1 st or 2 nd degree (not necessarily in computing science)
4. Personal qualities	Bright, communicative, trustworthy
5. Technical skills	-
6. How to get started	-
7. How to make progress	-

Find words which mean the following:

Text A, pg. 74

to successfully deal with something (v.) = *to work through (a problem)*

to arrive, appear = *to turn up (for a job)*

to explode (v.) = *to boom*

line, sequence (n.) = *string*

Text B, pg. 75

to distinguish(v.) = *to differentiate*

period, interval (n.) = *timescale*

to take the plunge / dare to do something = *to make the leap*

Text C, pg. 75

- upkeep (n.) = *maintenance*
- to find employees (v.) = *to staff*
- ready-made, store-bought (adj.) = *off-the-shelf*
- to customize (v.) = *to tailor*
- internal (adj.) = *in-house*
- to redirect, switch (v.) = *to divert*

1. Computer Consultant
2. Programming expert
3. IT Manager
4. Programming expert (but also CC, ITM)
5. Programming expert
6. Computer Consultant
7. Computer Consultant, Programming expert
8. IT Manager

PROBLEM-SOLVING

7

Work in pairs. Study these job requirements. Then try to match the requirements to the list of jobs which follows.

1

- at least 5 years (2 at senior level) in: Unix, SYBASE or ORACLE or Windows OS, Terminal Server, TCP/IP, Internet
- strong project management (2 years)
- willingness to travel abroad

2

- able to manage, lead and develop a team
- knowledge of C, C++, Delphi
- experience of object-oriented design within a commercial environment
- ability to deliver software projects against agreed schedules and within agreed estimates

3

- proven track record in the delivery of e-solutions in banking environment
- knowledge of Unix, Windows and Oracle
- willingness to travel internationally

4

- minimum 4 years lifecycle development experience
- demonstrable skills using VB, SQL, RDBMS
- able to develop core s/w
- excellent communication skills

5

- minimum of 18 months commercial experience of Web development
- knowledge of HTML, Java, ASP
- full portfolio of URLs as examples

6

- experience of Windows OS, Exchange, Monitoring Software, SQL Server, Verta, TCP/IP
- solid grasp of networking
- 2 to 5 years experience in a network environment

- a Visual Basic Developer
- b IT Engineer (Network & Database)
- c Web Developer
- d Network Support
- e E-commerce Consultant
- f Team Leader

Suffixes

Pg. 100 – 101

Study the examples on pg. 100, **Part A**, and do the exercises:

○ Pg. 101, ex. 34.1

1. software engineer
2. computer consultant
3. animator
4. typist
5. manufacturer
6. computer technician

○ Pg. 101, ex. 34.2

1. powerful
2. accessible
3. attachment
4. computerize
5. erasable
6. security
7. electronics
8. wireless
9. simulation

Study the examples on pg. 100, **Parts B and C**, and do the exercises:

○ **Pg. 101, ex. 34.3**

1. magnetism
2. magnetic
3. recorder
4. recordable
5. digitizer
6. digitally

○ **Pg. 101, ex. 34.4**

1. spyware
2. shareware
3. malware
4. adware
5. groupware
6. freeware

Socrative

Room name ANDJELKOVIC690

Log in with your student booklet number (e.g. 2022/1234)

Listening comprehension: **Troubleshooting**

<https://www.linguahouse.com/esl-lesson-plans/general-english/troubleshooting>

1

Technical vocabulary

Match the words to the pictures.

a battery a cable a fan a keyboard a motherboard a router a screen the mains



1. _____



2. _____



3. _____



4. _____



5. _____



6. _____



7. _____



8. _____

2

Problems and solutions

Now match the problems to the possible solutions on the right.

- | | |
|------------------------------|--|
| 1. There's a virus | a. Reboot your computer. |
| 2. The internet is down. | b. Recharge the battery or connect to the mains. |
| 3. The computer has crashed. | c. Reinstall your operating system. |
| 4. The screen is broken. | d. Reset your router. |
| 5. The tablet is 'bleeping'. | e. Take it to a repair shop. |
-

Listen to the dialogues and tick the words and phrases from this page that you hear.

3**Checking understanding**

Choose the correct answer for each question. Listen again to check your answers.

Dialogue 1

1. What is Kate's problem?

- a. She can't restart her computer.
- b. Her computer has a virus.
- c. Her internet is down.

2. What does the technical support person want to know?

- a. if she has tried resetting her router
- b. if her computer is turned off
- c. if she is making a coffee

3. What does he think is the problem?

- a. her connection or router
- b. her computer
- c. her knowledge

4. What does he offer to do?

- a. fix the problem himself
- b. send somebody to fix it

Dialogue 2

1. What is Kate's problem?
 - a. Her laptop won't start.
 - b. Her router doesn't work.
 - c. Her screen is broken.

2. What does Mark want to know?
 - a. if she has a spare battery
 - b. if she is at home
 - c. if she is connected to the mains

3. What does Kate want to know?
 - a. if her computer has a virus
 - b. if she should reinstall her operating system
 - c. if she should connect her laptop to the mains

4. What does Mark ask her to do?
 - a. open the computer
 - b. take it to a computer repair shop
 - c. throw away her router