



UNIT1 IT2:  
Working in IT

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3<sup>rd</sup> Class



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IT workplace rules

## Speaking

Look at these signs.  
What are the rules?



## Speaking

H.W.

Do you have any of the previous rules in your workplace or college? Do you think they are good rules or bad rules? Why?

## XBM Digital

FROM: Chief Information Officer

TO: All staff

DATE: 16 June

**SUBJECT: IT security**

As you know, many new staff have joined us at XBM Digital recently, so now is a good time for a reminder about some of our rules. Security is important, and these rules will help us to keep our IT systems and data secure. Firstly, passwords are important for keeping the network secure. Don't use common words or numbers as passwords, such as birthdays or names of your children. Passwords must be alphanumeric and be at least eight characters long. You need to change your password every month or more frequently. Also, you should not share it with anyone, including your colleagues.

Read the message and find the words that match these definitions:

1. person in charge of IT \_\_\_\_\_.
2. keeping something safe \_\_\_\_\_ .
3. information such as numbers and details about people \_\_\_\_\_.
4. a secret word that you type into a computer before you can use it \_\_\_\_\_.
5. a group of connected computers \_\_\_\_\_.
6. having only letters and numbers \_\_\_\_\_.
7. people you work with \_\_\_\_\_.

# Rules

## Language

We use (**must**, **mustn't** and **have to**) to show strong obligation and to express rules.

We can also use (**should**, **shouldn't**, **can't** and **need to**) to talk about rules.

We also use **imperatives** to give rules. Use them carefully because they can sound impolite

Passwords **must** be at least eight characters long.

I **have to** go to the cafeteria to eat. I **can't** even have an apple at my desk.

**Keep** your password secret.

**Don't share** your password with other people.

Reading

H.W.

Read the message again and underline the words used to express rules.

## Speaking

H.W.

Write workplace rules for these activities (allowed/not allowed). What reason can you think of for each rule?

- installing new software.
- connecting personal devices to company computers.
- playing computer games or using Facebook.
- downloading files.
- streaming music or video.

Listening:

CD 05 IT2



Listen and complete this table.

H.W.

Lateefa

Ivan

✓

- Ask a technician to install software
- \_\_\_\_\_

✓

- \_\_\_\_\_
- \_\_\_\_\_

X

- \_\_\_\_\_
- \_\_\_\_\_

X

- \_\_\_\_\_

## H.W

Imagine you are a computer technician in a college. Write a list of rules for your computer room.

words and phrases to learn

H.W.

You are my rock	انت سندي
Don't make me lose my temper	لا تجعلني افقد اعصابي
I have no clue	ليس لدي أي فكرة
My heart shattered	قلبي تحطم
Go easy on him	لا تقس عليه



Meetings

## Speaking

H.W.

What are the following?  
Why are they useful?

- chairperson
- agenda
- videoconference
- teleconference

Listening:

CD 06 IT2



H.W.

Read this agenda then listen to a teleconference in a company that has small offices in different cities and answer the questions.

## Agenda

### In attendance:

Juliette, Chief Accountant, Chairperson, head office.  
Fred, Office Manager, local office.  
Ulrik, IT Support Officer, local office.

### Items:

1. replacing old computers
2. cost of new furniture

1. What suggestion did Fred make?
2. What is the problem with that suggestion?
3. what was Fred's next suggestion?
4. what is the problem with that?
5. what was Ulrik's suggestion?
6. whose suggestion was chosen?

## Language

# Making suggestions, agreeing and disagreeing

We can use the model verbs **shall** and **could** to make suggestions.

We **could** buy new computers.

We can also use **how about/what about + -ing** to make a suggestion.

**How about hiring** a new technician?

We can use **maybe/perhaps** to soften a suggestion and **I'm afraid** to politely disagree. It's usually polite to give a reason if you disagree.

**Maybe** we could upgrade the server.

There's a problem with that idea, **I'm afraid**. We're cutting costs at the moment.

H.W.

Listen to the audio again  
then write the phrases  
that make responses  
more polite.

H.W.

words and phrases to learn

Drop me off here	انزلني هنا
Don't be a stranger	لا أطول غيبتك / خليك على اتصال
We go back a long way	نحن عشرة عمر
We should leave before it starts raining	يجب ان نغادر قبل ان تبدأ تمطر
Can you tell me exactly what happened	هل يمكنك اخباري بالضبط ما حدث

# Reading

H.W.

**Reading 1** Complete the company description and job advertisement with the words in the box. Then compare answers with a partner.

client      diagnosing      from time to time      installing  
launched      maintaining      provide      service centres  
spreadsheet and database      supplies

1. 7 provide
2. 8 service centers
3. 10
4. 9
5. 5
6. 6 maintaining
7. 4
8. 2 diagnosing
9. 1 client
10. 3

The screenshot shows a website with a navigation bar containing links: home, about us, vacancies, candidates, clients, news/blog, csr, resources, and contact us. The main content area has a heading "Our company and what we do" followed by a paragraph about PDS. Below this is a section titled "Technical officer" with a description of the job and a list of requirements for applicants.

**Our company and what we do**

PDS (Pacific Digital Solutions Limited) is an international technology company which (1) \_\_\_\_\_ software, training and support services. We employ over 6,000 people across 27 (2) \_\_\_\_\_, serving clients in 46 countries. Clients tell us that we (3) \_\_\_\_\_ excellent customer service. Our products include office software such as (4) \_\_\_\_\_ applications. We have recently (5) \_\_\_\_\_ a range of cloud computing services. Our consulting services help (6) \_\_\_\_\_ companies to work more efficiently and to make more money. We provide advice on which systems to buy and how to set them up. We can even carry out the installation for clients if they request this.

**Technical officer**

Tired of staying indoors all day? Want to travel as part of your job and meet different people every day? Then we have an excellent job for you! PDS serves clients all around the world. Our Sydney office requires three people to look after our customers across Australia.

To apply for this job, you must have:

- a Diploma of Computer Servicing.
- experience in (7) \_\_\_\_\_ operating systems, (8) \_\_\_\_\_ computers and (9) \_\_\_\_\_ problems.
- a full driving licence.

You should also have:

- a willingness to work evenings and weekends (10) \_\_\_\_\_.
- a friendly personality and good customer service skills.

Salary and benefits on application.

**Don't say another word**

**لا تقل كلمة أخرى**

📷 3k\_english



Thank you!

Do you have any  
questions?

Test: 10/11/2022

CD 30,31,32, class A

Write the sentences you  
listened to as dots?



 30

- 1 not a lot of time
- 2 too much work
- 3 only a little money
- 4 a few computers
- 5 a lot of memory

 31

- 1 open an account
- 2 go to the check-out
- 3 put an item in the basket
- 4 browse the website
- 5 choose an item
- 6 check the order

 32

- 1 The company won't provide Internet access to all employees.
- 2 I'll do the security checks and then upgrade this week.
- 3 When will you finish the work?
- 4 Yes, I will.
- 5 No, she won't.