English for Information Technology

2

Vocational English
Course Book

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1 Working in IT

- describe IT-related jobs and duties
- talk about what IT companies do
- discuss IT workplace rules
- make suggestions, agree and disagree

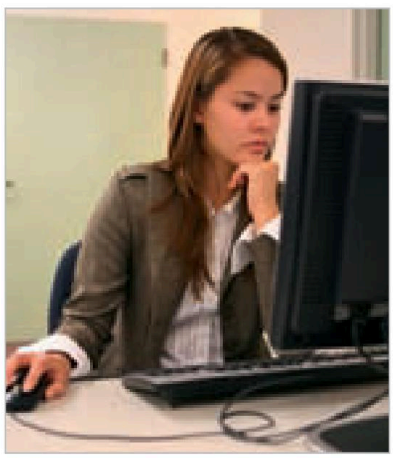
IT jobs and duties

Speaking **1** Work in pairs or small groups. Discuss these questions.

1 How do you use IT? Think about work, study and fun.
2 What devices do you use?
3 What software do you use?

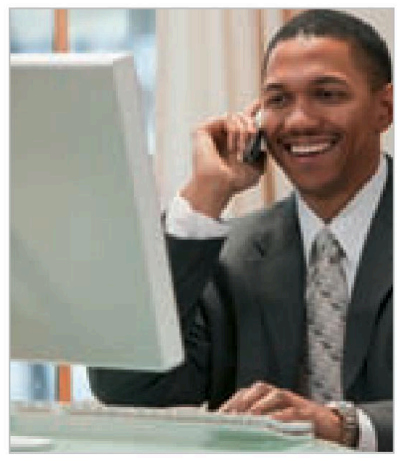
Listening **2** 02 Listen to six people introducing themselves. What jobs do they do? Complete the sentences. Then compare answers with a partner.

database administrator | helpdesk supervisor | project manager
software developer | support technician | systems analyst



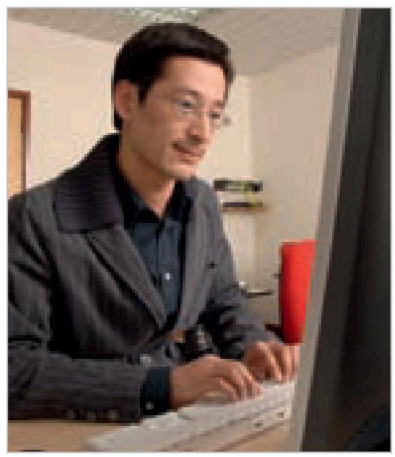
1 Maria is a _____ .

2 Ahmed is a _____ .

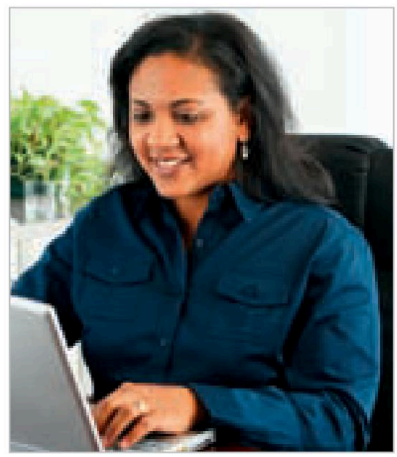


3 Freddy is a _____ .

4 Hana is a _____ .



5 Tim is a _____ .



6 Sophie is a _____ .

3 Listen again. Complete these collocations.

write *software*

1 supervise _____
2 have _____
3 be responsible _____ IT projects
4 look _____ computers
5 install _____
6 diagnose _____
7 design _____
8 maintain _____
9 write _____ for software

Pronunciation

4 Work in pairs or small groups. Underline the stressed syllables in the collocations in 3. Listen to track 02 again and check your answers. Then practise saying the collocations with the correct stress.

Vocabulary

5 Work in pairs. How many new collocations can you make with the verbs in 3?

be responsible for a department

Speaking

6 Work in pairs. What does each person in 2 do in their job? Use the collocations in 3.

An IT project manager is responsible for IT projects.

7 Work in small groups. List any other IT jobs you can think of. What do people in these jobs do? Which jobs would/wouldn't you like to do? Why?

Listening

8 03 Listen to an IT employee telling his new manager about his job. What do you think his job is?

9 Listen again. 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.

10 Listen again. Write these phrases in the correct place in the sentences in 9.

from time to time generally hardly ever normally
occasionally usually

Language

Expressing frequency

Adverbs of frequency (*usually*, *sometimes*, *hardly ever*, etc.) normally go before the main verb. Some adverbs (e.g. *sometimes*, *occasionally*, *normally*) can also go at the beginning or end of a sentence.	*Zafia **almost always** checks her email first thing in the morning.* *I have to call a support technician **occasionally**.*
Time expressions (*once a week*, *from time to time*, *all the time*, etc.) go at the beginning or end of the sentence.	*Pawel takes training courses **two or three times a year**.*

Speaking

11 Work in pairs. Choose a job from 2. Then take turns to interview your partner about his/her job.

Tell me about your current job. What are your duties? How often do you ...?

IT organisations

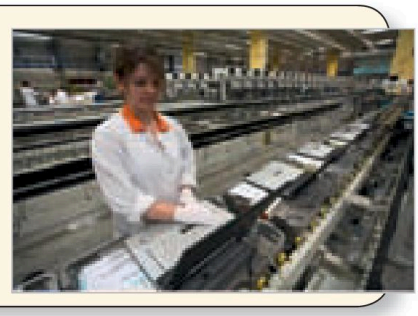
Speaking **1** Work in pairs. Choose a technology company and list activities the company carries out.

Vocabulary **2** Read the company profiles and find words that match these definitions.

1 a company or companies that sell things (Futachiba) _____, _____
2 companies that make things to sell (Futachiba) _____
3 factories (Futachiba) _____
4 things a company sells (Futachiba) _____
5 using software that runs and stores information on the internet (IBGroup) _____
6 customers (IBGroup) _____
7 start selling a new product (Digital World) _____

Futachiba

Futachiba is a leading international provider of computer hardware. The company is among the top five suppliers internationally of servers and among the top ten manufacturers of laptop computers. We have production facilities in six countries and we sell our products to almost every country in the world. With service centres in all our major markets, we provide a very high level of customer service.



IBGroup

We are a fast-growing private company that supplies cloud computing services internationally. Our products include online office applications such as word processing, spreadsheet, presentation and database programs, which people can use on the internet anywhere and at any time. Our clients include major corporations, as well as many small and medium-sized companies.

Digital World

At Digital World we proudly design the most popular games in the world! We are excited every day by the great feedback we get from our favourite people: our game-playing customers. You can play our award-winning games on all the major computer operating systems, including Windows and Mac OS. Many of them are also available for Apple iOS and Android. Our wonderful staff started developing games in 2005 and continue to work on new, highly entertaining products. We expect to launch the next version of our biggest game, *War of the Suns*, next month.

Reading **3** Read the company profiles in 2 again and answer these questions. Then compare answers with a partner.

Which company or companies:

1 is getting bigger? _____
2 develops software? _____, _____
3 makes things in more than one country? _____
4 has a new product to launch? _____
5 sells software for use on the internet? _____

4 Work in pairs. Underline five types of software in the company profiles in 2. Then think of examples of each. What might people use them for?

Speaking **5** Work in small groups. Think of real IT organisations such as Apple and Google. Which would you prefer to work for? Why?

Listening **6** 04 Work in pairs. Complete this conversation between two people from different IT companies using the words in brackets. Then listen and check your answers.

A: So (1) _____ (your company)?
B: Well, we mostly develop apps for Apple and Android devices – iPhones, that kind of thing.
A: And (2) _____ (your customers)?
B: Mm ... they could be anyone, really. For example, many are companies, wanting an app to show their products. We also do a lot of work for educational organisations. They often want apps to help people learn something.
A: (3) _____ (produce any hardware)?
B: No, that's a very different field. All our products are software. But we do work closely with hardware manufacturers to make sure our software works well.
A: And (4) _____ (future plans)?
B: Good question! We have a product launch tomorrow night. (5) _____ (want/come)?

Speaking **7** What is a product launch? Why are product launches a good idea? Which companies hold big product launches? What kind of events do they hold?

Language

Present simple questions

To form **present simple questions**, we use *do/does* + subject + main verb. If there is a question word in the question (*who*, *what*, *when*, *how*, etc.), it always comes at the beginning.	***Does** this software **work** on iPhones?* *How often **do** you **update** the software?*
For *Yes/No* questions (questions we can answer with 'yes' or 'no'), we use rising (↗) intonation. For questions that begin with a question word, we use falling (↘) intonation.	*Do you work with small companies?* (↗) *How do I use this software?* (↘)

Pronunciation **8** Listen to track 04 again. Mark the intonation on the questions as rising (↗) or falling (↘). Then practise saying the questions with a partner.

Writing **9** You are preparing a magazine article about local IT companies. Write at least six questions for a questionnaire to find out what each company does.

Speaking **10** Think of answers to the questionnaire in 9 for a company you know or an imaginary company. Then work in pairs. Take turns to ask and answer the questions in your questionnaire. Repeat with a new partner.

11 Work in groups. Choose a company from 2 each. Take turns to ask questions to find out which company each student in your group has chosen. Use appropriate intonation.

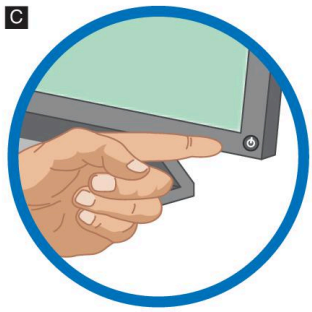
IT workplace rules

Speaking **1** Work in pairs or small groups. Look at these signs. What are the rules?

A

B

C



2 Do you have any of the rules in 1 in your workplace or college? Do you think they are good rules or bad rules? Why?

Vocabulary **3** Read the memo and find words that match these definitions. Then compare answers with a partner.

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 letters, numbers, punctuation marks, etc. _____
8 people you work with _____

FROM: Chief Information Officer

TO: All staff

DATE: 16 June

XBM Digital

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.

Language **4** Read the memo in 3 again and underline the words used to express rules.

Rules

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.	*Passwords **must** be at least eight characters long.* *I **have to** go to the canteen to eat! I **can't** even have an apple at my desk!*
We also use **imperatives** to give rules. Use them carefully because they can sound impolite.	***Keep*** your password secret. ***Don't share*** *your password with other people.*

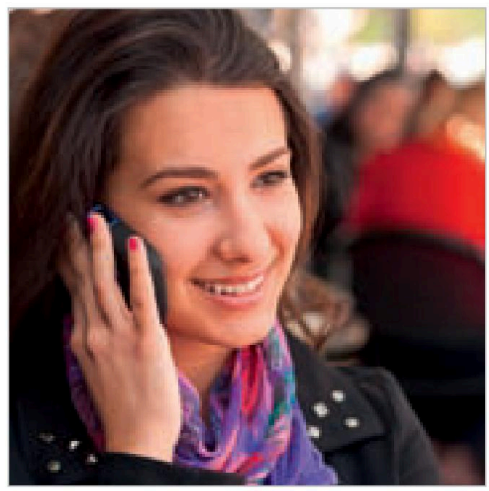
Speaking **5** Work in pairs or small groups. Write workplace rules for some of these activities. Then compare answers with another pair or group. What reasons can you think of for each rule?

- installing new software
- connecting personal devices to company computers
- playing computer games
- using social networking sites such as Facebook
- using mobile phones
- switching off your computer at night
- downloading files
- streaming music or video

Listening **6** 05 Listen to two people talking about workplace rules and complete this table. Then compare answers with a partner.

	Lateefa	Ivan
✓	Ask a technician to install software. • _____	• _____ • _____
✗	• _____ • _____	• _____

7 How does Lateefa feel about the rules in her workplace? How can you tell? Do you think she likes her manager? Why/Why not?



Speaking **8** Work in pairs. Student A, look at the information on this page. Student B, look at the information on page 69. Follow the instructions.

Student A

1 Student B is a new employee in your company. Explain these IT workplace rules to him/her.
   - use company equipment for personal reasons ✗
   - install software ✗
   - change password frequently ✓
   - use Facebook ✗

2 Swap roles. You are a new employee. Listen to Student B explain some IT workplace rules.

9 Work in small groups. Write a list of the technology-related rules in your workplace or place of study. Then compare your list with another group. Which rules would you like to change? Why?

Writing **10** Imagine you are a computer room technician in a college. Write a list of rules for the wall of your computer room.

Meetings

Speaking

1 Work in small groups. Discuss these questions.

1 What happens in a work meeting?
2 Talk about a meeting you've been to. What happened?

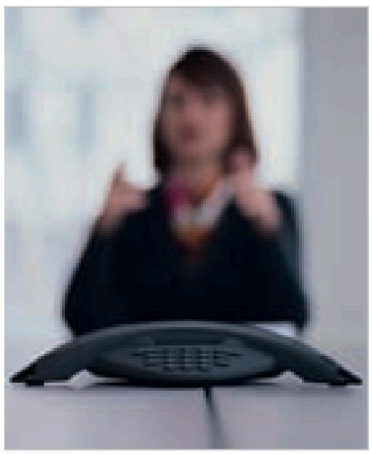
Vocabulary

2 Work in pairs or small groups. What are the following? Why are they useful?

- chairperson
- agenda
- minutes
- teleconference
- videoconference

Listening

3 06 Read this agenda. Then listen to a teleconference in a company that has small offices in different cities and answer the questions. Compare answers in pairs or small groups.



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 modal 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.*

4 Look at the audio script for track 06 on pages 72–73 and underline the phrases that make responses more polite.

Speaking

5 Work in pairs. Think of four suggestions similar to those in the teleconference in 3 and take turns to make and respond to the suggestions.

6 Student A, look at the information on this page. Student B, look at the information on page 69. Follow the instructions.

Student A

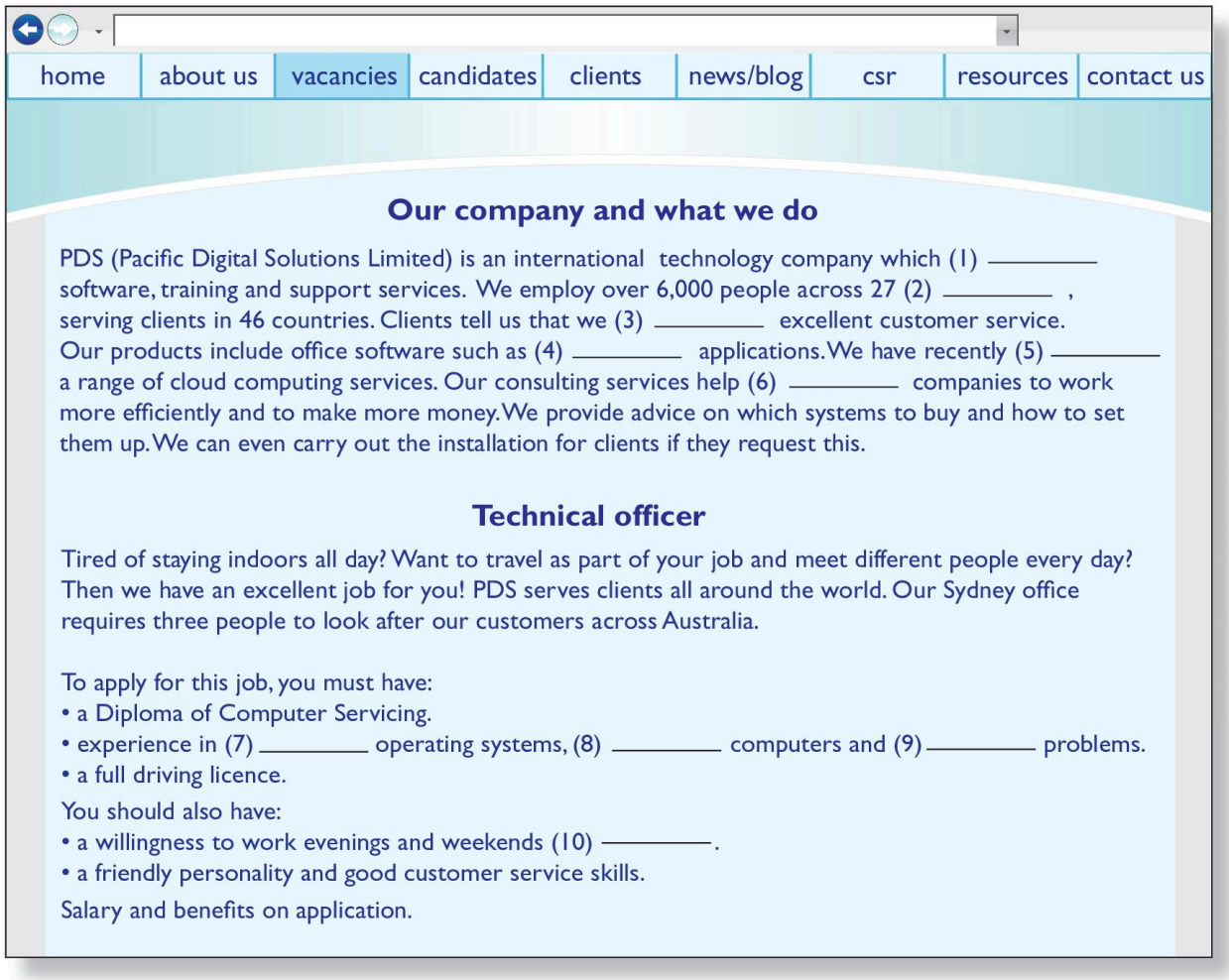
You are an operations manager. Student B is an IT support technician. Roleplay a meeting about replacing old equipment. Follow these steps:

1 Introduce yourself, then listen to Student B's self-introduction.
2 Listen to Student B explaining the problem and making a suggestion.
3 Explain that there isn't much money. Suggest buying tablets instead.
4 Listen to Student B's response.
5 Make a decision and explain it.

Business matters

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	



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.

Speaking **2** Work in pairs. Roleplay an interview for the job in 1. Student A, you are the interviewee. Prepare to answer questions about the job and company. Student B, you are the interviewer. Prepare some questions to ask Student A. Roleplay the interview. Then swap roles and repeat the activity.

Writing **3** Look again at the company description and job advertisement in 1. Which one of these patterns do they follow?

1 a mixture of general and detailed information throughout
2 general information first and more detailed information later
3 more detailed information first and more general information later
4 only detailed information

4 Write a job advertisement for an IT job you would like or your current IT job. Use the pattern you identified in 3.