

MODULE 10: Computing Support Officer

STARTER

A. Study this screen display of Windows Explorer. Do you know these:

1. Toggle-box
2. Explorer pane
3. Selected icon
4. Divider
5. Guidelines
6. Navigation pane

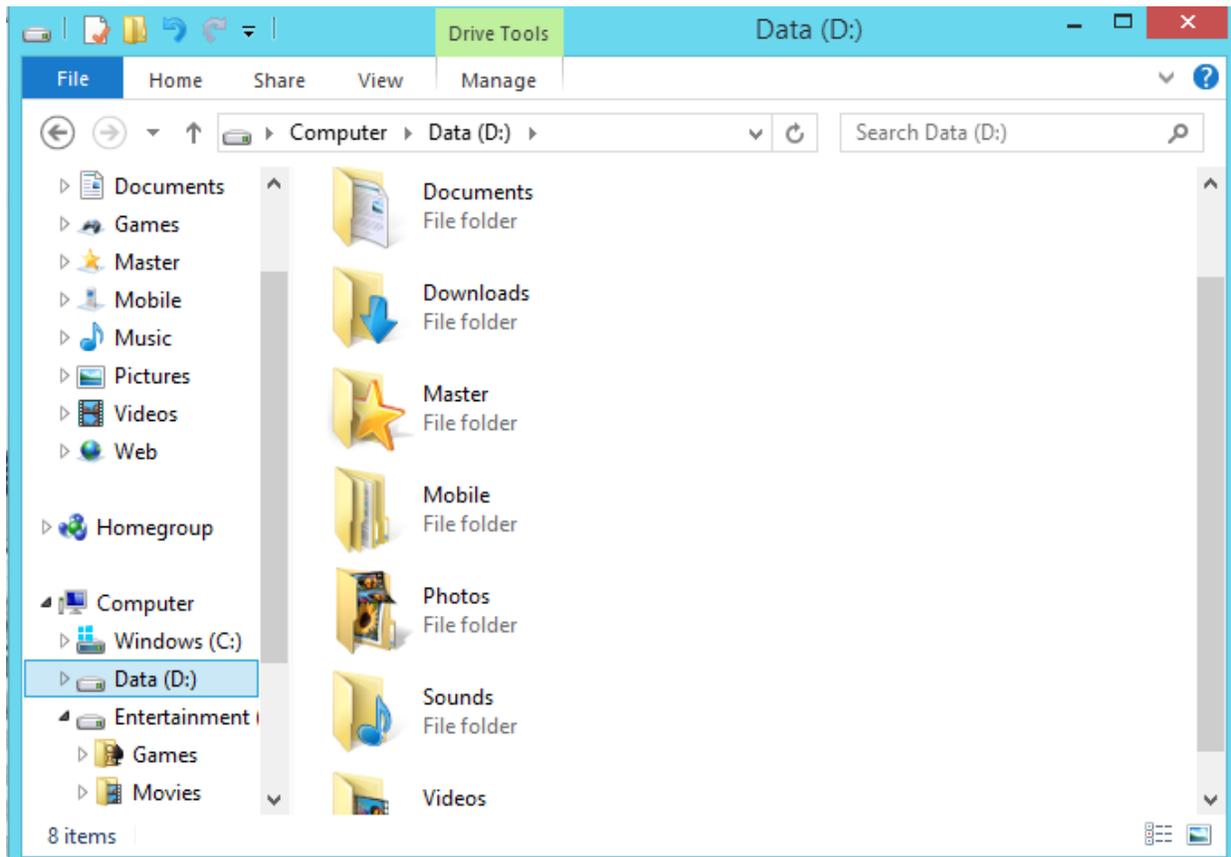


Figure 1: Window Explorer

Let's read

B. Read the text and understand the vocabulary contextually then fill the meanings of vocabularies in the box.

Becoming Certified

Suppose you're a support engineer. You're stuck in a job you don't like and you want to make a change. One way of making that change is to improve your marketability to potential employers by upgrading your skill-set. If you're going to train yourself up however, whose training should you undertake? If you need certificates, whose certificates should they be? Even if you get those certificates, how certain can you be that your salary will rise as a result? One solution is the range of certifications on offer from Microsoft.

Microsoft offers a large array of certification programmes aimed at anyone from the user of a single program such as Microsoft Word, to someone who wants to become a certified support engineer. There are a myriad of certificates to study for too. If you're the proud holder of any of those qualifications, then you're entitled to call yourself a Microsoft Certified Professional (MCP).

Once you've decided which track you want to take, you should consider just how qualified you already are in terms of experience and knowledge. Will you need to go and take some courses with a training company, or are you the type who can make good use of self-study materials? How much time do you genuinely have to devote towards this? Will your employer pay for your course? Will it grant you leave to go and do the course - assuming you can find one - on either a full-time or part-time basis?

The key question here is experience. This will not only influence the amount of work you'll have to do to get up to speed for the exams, it could also mean the difference between passing or failing the exam.

While you're busy learning all you need to know for your certification, the practice exams are an absolute godsend. They show you the type of questions you'll encounter, and they familiarize you with the structure of the exam. This is essential if you want to pass: the exams have time limits, and you need to get used to answering the requisite number of questions within the allotted time. It's as simple as that.

GLOSSARY			
Train up	:	Entitled	:
However	:	Consider	:
Undertake	:	Devote	:
Even	:	Familiarize	:
Array	:	Allotted	:

C. Find the answers to these questions from the above text.

1. What advice is given for someone who is stuck in a computing support job?
2. What questions should you ask yourself if you are thinking of getting extra training?
3. What computer program is mentioned in the text?
4. Name two ways of studying that are mentioned in the text.
5. What two factors will be affected by your level of experience?
6. Why is it important to become used to answering exam questions?
7. What factors help you decide whether the course will be suitable or cost effective?
8. What happens if you don't upgrade your certification?

Let's speak

D. Work in pairs, A and B. Instruct each other how to perform these computer operations in Windows or Mac OS. Take notes from your partner's instructions.

Student A Copying a file.

Student B Saving a file.

LANGUAGE WORK

Revision: if-sentences

Study these uses of if-sentences.

Action and effect

We can use an if-sentence to link an action and its effect. For example:

1. If you click on that [action], that'll just compact your C drive [effect].
2. If you click on that [action], that opens it up and shows you all your folders [effect].

The action is in the Present simple and the effect is in the Present simple or described using will, can, or may depending how certain it is to follow.

Polite instructions

We use the action part of if-sentences, especially in spoken English, to give instructions in a polite way. The effect part is assumed.

3. If you bring your cursor down to the very bottom [you'll find the Start button].
4. If you just hit Enter [that will activate the program].

Imagined action and effect

We can use an if-sentence to describe the possible effect of an imagined action. For example:

5. If you spilled coffee on your keyboard [imagined action], you could damage it [possible effect].
6. If there were no other folders there [imagined action], you wouldn't have a little box in there [possible effect].

To show this describes imagined, not real, events, the action is in the Past simple and the effect is described using would, could, and might depending how certain it is to follow.

E. Describe the effects of these actions using an if-sentence.

1. you don't virus-check floppies
2. there was a power cut while you were using your computer
3. you install a faster processor
4. you forgot your password
5. you press the delete key
6. you use a search engine
7. you double-click on an icon
8. you use power-saving options