MY JOB AS AN IT SPECIALIST

HELLO, MY NAME IS LUCAS SILVA, AND I WORK AS AN IT SPECIALIST IN A MEDIUM-SIZED COMPANY.

I USUALLY ARRIVE AT THE OFFICE AT 8:30 IN THE MORNING, BUT FROM TIME TO TIME I WORK FROM HOME IF THERE ARE NO URGENT MEETINGS. AS SOON AS I LOG IN, I CHECK MY EMAILS AND INTERNAL MESSAGES. I AM IN CHARGE OF ANSWERING URGENT REQUESTS, AND I ALMOST ALWAYS DEAL WITH THEM IMMEDIATELY.

I AM ALSO RESPONSIBLE FOR MAINTAINING THE COMPANY'S COMPUTER SYSTEMS. I REGULARLY INSTALL NEW SOFTWARE AND UPDATES TO KEEP OUR DATA SAFE. I ALSO LOOK AFTER THE NETWORK AND SERVERS TO MAKE SURE THEY RUN SMOOTHLY. WHEN SOMETHING GOES WRONG, I GENERALLY FIX IT MYSELF, BUT ONCE IN A WHILE I HAVE TO CONTACT OUR EXTERNAL SUPPORT TEAM.

ANOTHER PART OF MY JOB IS TO SUPERVISE SMALL IT PROJECTS, SUCH AS UPGRADING HARDWARE OR INTRODUCING NEW APPLICATIONS. I FREQUENTLY TRAIN COLLEAGUES ON HOW TO USE NEW PROGRAMS. THESE SESSIONS USUALLY HAPPEN TWICE A MONTH, BUT EVERY NOW AND THEN I RUN A MORE DETAILED WORKSHOP FOR SEVERAL DEPARTMENTS.

SECURITY IS A KEY RESPONSIBILITY. I ALWAYS REMIND STAFF TO CHANGE THEIR PASSWORDS AND AVOID SUSPICIOUS EMAILS. I ALSO OCCASIONALLY PREPARE REPORTS FOR THE MANAGERS TO EXPLAIN THE CURRENT SITUATION AND SUGGEST IMPROVEMENTS.

I HARDLY EVER LEAVE WORK BEFORE 6:00 P.M., BECAUSE THERE IS ALMOST ALWAYS SOMETHING NEW TO SOLVE. EVEN THOUGH IT CAN BE STRESSFUL, I ENJOY MY JOB. I AM CONSTANTLY LEARNING NEW SKILLS, AND I LIKE BEING THE PERSON WHO LOOKS AFTER THE TECHNOLOGY THAT EVERYONE DEPENDS ON.

1. What is the first thing Lucas does when he arrives at work?

A) He installs new software
B) He checks emails and internal messages.
C) He runs a training session.

2. What is Lucas in charge of?

A) Maintaining the company's computer systems.
B) Supervising the managers.
C) Writing security reports every day.

3. What does Lucas do once in a while when he cannot fix a problem?

A) He ignores the issue.
B) He asks his colleagues for help.
C) He contacts the external support team.

4. How often does Lucas usually organize training sessions?

A) Twice a month.
B) Once a week.
C) Every day.

5. What does Lucas supervise?

A) Customer service calls.
B) IT projects like upgrading hardware or introducing new applications.
C) The finance department.

6. What is one of Lucas's main responsibilities regarding security?

A) Reminding staff to change their passwords and avoid suspicious emails.
B) Hiring new employees for the IT department.
C) Supervising external contractors every day.

7. Why does Lucas hardly ever leave work before 6:00 p.m.?

A) Because he likes staying late.
B) Because there is almost always something new to solve.
C) Because his boss tells him to.

LIVEWORKSHEETS