

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.