**What Does a Computer Technologist Do?**

Computer technologists, also known as computer technicians or computer user support specialists, provide technical support while maintaining computer systems in their place of employment. They listen to customers who need computer assistance to diagnose an issue. Computer technologists help customers on how to fix the issues with their computers. In addition, they set up and fix equipment. They also help customers learn to use different pieces of equipment such as printers, software and email.

The table below outlines the general requirements for a career as a computer technologist.

|  |  |
| --- | --- |
| **Education Required** | High school diploma; associate's or bachelor's degree recommended |
| **Education Field of Study** | Computer science, computer networking, computer programming, information systems |
| **Key Responsibilities** | Offer technical support, maintain computer systems, upgrade servers, workstations and other computer systems, keep accurate records of computer systems problems and the steps taken to solve them |
| **Job Growth (2014-2024)** | 13% (for all computer user support specialists)\* |
| **Median Salary (2015)** | $48,620 (for all computer user support specialists)\* |

*Source: \*U.S. Bureau of Labor Statistics*

**What Is a Computer Technologist?**

A computer technologist is also referred to as a computer technician or computer user support specialist. In this profession, your job would consist of providing customer service, offering technical support and maintaining computer systems. This could include preparing a maintenance and production schedule, handling user support inquiries, resolving operational problems and upgrading servers, workstations and other computer systems. One important aspect of your job would include keeping accurate records of computer systems problems and the steps taken to solve them, which could entail documenting specific issues and their solutions, costs and causes.

You might be responsible for maintaining an inventory of supplies used for computer maintenance, such as hand tools, soldering kits and wiring. As a computer technologist, you would often field phone calls, answering questions and helping users resolve technical issues on their own. In this respect, you would need to be able to communicate on a non-technical level to solve highly technical issues. Other job duties could include the following:

* Obtaining vendor support
* Documenting operating procedures
* Researching products and software
* Preparing emergency protocols
* Performing data backups and recovery
* Adhering to organizational policies

**What Kind of Education Do I Need?**

You might only need a high school diploma if you can demonstrate technical proficiency and relevant skills. However, you could prepare for a computer technologist position through an associate's degree program in a computer-related field. While several schools offer programs in computer science, you could also pursue an associate's degree in computer networking, computer programming or information systems. Additionally, some computer science programs allow you to select a specialty, such as computer-aided design and drafting (CADD), graphic design or electronics.

Most associate's degree programs in computer science can be completed in 1-2 years, and many offer online courses. Classes often combine didactic learning with hands-on training in computer labs that teach you about the latest hardware and software. The following are examples of classes you might find in the curriculum:

* Assembly language programming
* Data structures
* Object-oriented programming
* UNIX operating systems
* Logic and design
* Electronics for computers
* Network applications

You might make yourself more competitive in the job market by earning a bachelor's degree in computer science or a related field. A bachelor's degree program typically takes four years to finish and usually incorporates general education courses. Many 2- and 4-year degree programs in a technology-related field facilitate internships to help you gain professional experience.

**What Could I Expect in This Field?**

The U.S. Bureau of Labor Statistics (BLS) reported that employment for computer user support specialists was expected to grow about 13% between 2014 and 2024 (*www.bls.gov*). Jobs were expected be created by the growing number of organizations opting to upgrade their computer equipment and software, creating a need for experienced specialists to install and repair according to technically complex requirements. The BLS also estimated that computer user support specialists earned a median salary of $48,620 as of May 2015.

**What Are Some Related Alternative Careers?**

There are several other career options for those interested in computers; all require a bachelor's degree. Computer programmers create codes to ensure computer software works properly. Database administrator is another option similar to computer technologist. A database administrator organizes and stores data so it is available to computer users. Software developers create applications so users can complete tasks on computers or mobile devices. Other software developers focus on the system that runs the device.

<http://learn.org/articles/What_is_a_Computer_Technologist.html>

**Questions**

1. The other names for Computer Technologist job are, **except**:
2. Computer technologists
3. Computer technicians
4. Computer user support specialists
5. Technical support
6. N.R.A (nenhuma das respostas anteriores)

They listen to customers who need computer assistance to diagnose an issue. Computer technologists. In addition, they. They also.

1. One of the activities below is **wrong** in relation to the Computer Technologist job:
2. help customers on how to fix the issues with their computers
3. set up and fix equipment
4. help customers learn to use different pieces of equipment
5. build equipment such as printers, software and email
6. N.R.A
7. The level required to be a Technologist in Computing is:
8. Bachelor degree in any area
9. High School Level
10. Graduation in Technology
11. Engineering
12. N.R.A
13. The activities below are **wrong** for the Computer Technologist, **except**:
14. Computer Systems Building
15. Upgrading softwares
16. Keep unaccurate record of computer systems
17. Technical Support
18. Solving computer systems problems
19. The average salary for a Computer Technologist is:
20. R$ 48.620,00
21. $ 4,051.16 per month
22. $ 48,62/hour
23. R$ $ 48,62/day
24. U$ 48,620.00/month

Read and answer:

*A computer technologist is also referred to as a computer technician or computer user support specialist. In this profession, your job would consist of providing* ***customer*** *service, offering technical support and maintaining computer systems. This could include preparing a maintenance and production schedule, handling user support inquiries, resolving operational problems and upgrading servers, workstations and other computer systems. One important aspect of your job would include keeping accurate records of computer systems problems and the steps taken to solve them, which could* ***entail*** *documenting specific issues and their solutions, costs and causes.*

1. According to the text extract above:
2. A computer technologist deals with maintenance of computers only.
3. A computer technologist is the same as a computer programmer.
4. A computer technologist is also called computer technician.
5. A computer technologist deals with upgrading servers and building up softwares.
6. A computer technologist is the same as a computer engineer.
7. Read the extract and answer:

*As a computer technologist, you would often field phone calls, answering questions and helping users resolve technical issues on their own.*

It means:

1. A customer cannot ask this professional to solve their problems at home.
2. A customer can solve their problems at home with the professional support.
3. A customer can only ask for home-support if he/she pays a lot for it.
4. A customer cannot solve their problems by themselves.
5. A computer technologist does not do phone call instructions.
6. Read and answer:

*You might make yourself more competitive in the job market by earning a bachelor's degree in computer science or a related field. A bachelor's degree program typically takes four years to finish and usually incorporates general education courses. Many 2- and 4-year degree programs in a technology-related field facilitate* ***internships*** *to help you gain professional experience.*

In relation to the text extract above:

1. It is not good for you to have a college degree, but it is essential.
2. A typical bachelor degree can take five years to finish.
3. A bachelor degree does not include general education courses.
4. Internships are the way for you to get a job in this field.
5. N.R.A.
6. The word highlighted in the text (question 9) means:
7. Intercâmbio
8. Profissão
9. Bolsa de Trabalho
10. Estágio
11. Pesquisa

Word formation processes are:

1. ***Prefixation***: adding a prefix (beginning of the sentence)
2. ***Suffixation***: adding a suffix (ending of the sentence)
3. ***Compounding***; adding two or more words together (not losing letters)
4. ***Clipping***: getting a word to be smaller (ex: doc for doctor)
5. ***Blending***: joining two or more words (losing letters or syllables)
6. ***Conversion***: changing of grammatical class
7. ***Acronym***: using the initial parts of sentences (as in CD for compact disk)
8. ***Eponym***: using someone’s name to make new words (boycott – Charles C. Boycott
9. ***Borrowing***: using word from other languages (haiku – kind of a poem – Japanese)
10. ***Coinage***: names of advertisement products; famous brand (ex: using google as a verb)
11. In relation to the definitions given above, use the numbers to classify the words as the word formation they belong:
12. ( ) Band-aid
13. ( ) **e-mail** (electronic mail)
14. ( ) Déjà vu
15. ( ) Unhappy
16. ( ) Technologist
17. ( ) networking
18. ( ) an **associate**'s degree
19. ( ) The U.S. Bureau of Labor Statistics (**BLS**)
20. ( ) narcissistic – Narcissus
21. ( ) cybernetic + organism → cyborg
22. Read and answer:

*You might only need a high school diploma if you can demonstrate technical proficiency and relevant skills.* ***However****, you could prepare for a computer technologist position through an associate's degree program in a computer-related field.* ***While*** *several schools offer programs in computer science, you could also pursue an associate's degree in computer networking, computer programming or information systems.* ***Additionally****, some computer science programs allow you to select a specialty, such as computer-aided design and drafting (CADD), graphic design or electronics.*

In relation to the linking words highlighted above, we can say that:

1. The first gives as idea of contrast, the second time and the last addition.
2. The first gives the idea of summarizing, the second contrast, the last addition.
3. The first gives the idea of time, the second contrast, the last summarizing.
4. The first gives the idea of time, the second summarizing, the last comparison.
5. N.R.A.
6. Read and answer:

*Jobs were expected be created by the growing number of organizations opting to upgrade* ***their*** *computer equipment and software, creating a need for experienced specialists to install and repair according to technically complex requirements.*

The word highlighted is referred to:

1. Jobs
2. Organizations
3. Computer equipment
4. Specialists
5. complex requirements

Read the extract and answer:

|  |  |
| --- | --- |
| ***1******2******3******4******5******6******7******8******9*** | *A computer technologist is also referred to as a computer technician or computer user support specialist. In* ***this*** *profession,* ***your*** *job would consist of providing customer service, offering technical support and maintaining computer systems.* ***This*** *could include preparing a maintenance and production schedule, handling user support inquiries, resolving operational problems and upgrading servers, workstations and other computer systems. One important aspect of* ***your*** *job would include keeping accurate records of computer systems problems and the steps taken to solve* ***them****, which could entail documenting specific issues and* ***their*** *solutions, costs and causes.****You*** *might be responsible for maintaining an inventory of supplies used for computer maintenance, such as hand tools, soldering kits and wiring. As a computer technologist, you would often field phone calls, answering questions and helping users resolve technical issues on* ***their*** *own.* |

The words highlighted refer to:

1. **This** line 01:
2. Profession
3. Technologists
4. Technician
5. Specialist
6. N.R.A
7. **Your** line 02:
8. The author
9. The reader
10. Specialist
11. Computer Technologist
12. Anyone
13. **This** line 03:
14. Your job
15. Computer Technologist
16. Computer systems
17. Technical support
18. N.R.A
19. **Your** line 04:
20. The author
21. The reader
22. Anyone
23. Computer Technologist
24. N.R.A
25. **Them** line 05:
26. Systems
27. Problems
28. Computer
29. Job
30. N.R.A.
31. **Their** line 06:
32. Systems
33. Problems
34. Issues
35. Solutions
36. N.R.A.
37. **You** line 07:
38. The author
39. The reader
40. Anyone
41. Computer Technologist
42. N.R.A
43. **Their** line 09:
44. Calls
45. Questions
46. Users
47. Issues
48. N.R.A.

In relation to coherence and cohesion please read these sentences and then answer the questions:

1. Jasmine wanted to buy a car, so she asked her mother to choose a car for **her**.
2. My friend called me yesterday and he said to call Luke to go to a wedding party. **He** was very happy to go to that party.
3. David and his wife came for our house last summer. My parents were there too. I don’t think **they** liked the weekend because **they** got a cold.
4. Lucy and I came to class late and the teacher said “Please, you should not come to class late!” **She** got angry because of that.
5. My brother and my uncle were doing a very difficult test yesterday. It was raining a lot. When they came home the car crashed and **he** died on the way to the hospital, unfortunately!
6. Sentence number I:
7. It is coherent, but not cohesive.
8. It is not coherent, but it is cohesive.
9. It is not coherent, nor cohesive.
10. It is coherent and cohesive.
11. N.R.A.
12. Sentence number II:
13. We do not know who is “he”.
14. We do not know who is “the friend”.
15. We know that the friend is a male person.
16. All the answers above are correct.
17. All the answers above are incorrect.
18. Sentence number III:
19. The sentence is not cohesive, but we can understand that her parents got sick.
20. The sentence is not cohesive, but we can understand that her friends got sick.
21. The sentence does not makes clear who got sick, so it is not cohesive, although it is coherent.
22. The sentence does not makes clear who got sick, so it is not cohesive, and also it is not coherent.
23. N.R.A.
24. Sentence number IV:
25. It is a correct sentence.
26. It is not a correct sentence.
27. It is cohesive.
28. It is coherent.
29. More than 1 option are correct.
30. Sentence V:
31. We know who died.
32. We don’t know who died.
33. They both died.
34. They both suffered injuries in the accident.
35. N.R.A.

Read and answer:

*A computer technologist is also referred to as a computer technician or computer user support specialist. In this profession, your job* ***would*** *consist of providing customer service, offering technical support and maintaining computer systems. This* ***could*** *include preparing a maintenance and production schedule, handling user support inquiries, resolving operational problems and upgrading servers, workstations and other computer systems. One important aspect of your job* ***would*** *include keeping accurate records of computer systems problems and the steps taken to solve them, which* ***could*** *entail documenting specific issues and their solutions, costs and causes.*

*You* ***might*** *be responsible for maintaining an inventory of supplies used for computer maintenance, such as hand tools, soldering kits and wiring. As a computer technologist, you* ***would*** *often field phone calls, answering questions and helping users resolve technical issues on their own.*

*In relation to the modals highlighted, answer the questions:*

1. The modal verb WOULD means in the text:
2. Probability
3. Possibility
4. Ability
5. Advice
6. Obligation
7. The modal COULD means:
8. Probability
9. Possibility
10. Ability
11. Advice
12. Obligation
13. The modal MIGHT means:
14. Probability
15. Possibility
16. Ability
17. Advice
18. Obligation
19. Read and answer:

*Hank is a cowboy. He lives on a farm. Yesterday he worked there with Amanda. She has been working there for three years, but she is deciding to quit because she thinks of moving to New York to go to college. She had made veterinarian graduation course before working in the farm, but now she wants to have her own office. She was beginning specialization course by the time she accepted the job in the farm so she had to give up the course. Hank is her boyfriend. But she will finish the relationship because he is not ambitious and he doesn’t want to leave the farm so she thought she would be better finish. By the time she gets 40 years she thinks she will be doing many things in her life, like travelling abroad. She had never travelled abroad in her life. Hank thinks of running the farm, getting married and having four kids. He is not going to give up on his plans.*

1. The text is written with many time tenses, please relate these tenses with the meanings:
2. Hank **is** a cowboy. He **lives** on a farm.
3. Yesterday he **worked** there with Amanda.
4. She **has** **been** **working** there for three years.
5. She **is** **deciding** to quit.
6. She **had** **made** veterinarian graduation course before working in the farm.
7. She **was** **beginning** specialization course by the time she accepted the job.
8. She **had** to give up the course.
9. She **will** **finish** the relationship because he is not ambitious and he doesn’t want to leave the farm.
10. She thinks she **will be doing** many things in her life, like travelling abroad.
11. He **is not going** to give up on his plans.