



# Careers in Information Technology Instructional Guide



Real People. Real Jobs. Real Opportunity.





## Purpose of READY NWI Video Series and Instructional Guide

The READY NWI video series offers an opportunity for viewers to look inside a company to discover and learn about their mission, daily operations, and what their scope of service entails. The videos posted on the READY NWI webpage offer advice and guidance on how to begin pursuing each career, while providing information on the "ins and outs" of the company. Employers discuss such topics as character traits required for employment, expectations for intern performance, the importance of a college education, and how to determine what career may be a good fit when looking through the lens of a potential employee.

## Goal Attainment for READY NWI Video Series

Learners are to watch the videos, participating in discussion while retaining pertinent information about the company being viewed.

## Outline for Students, Parents, Instructors, and Classrooms

*Topics and Discussion Points  
(target 6 - 8th grade students)*

### 1 DEFINITIONS

- A. Help Desk
- B. Cloud Computing ('the' Cloud)

### 2 QUESTIONS FOR VIDEO COMPREHENSION

- A. This section ensures concepts from the video are understood.
- B. Requires pen and paper

### 3 TEACHING SESSION RECAP

- A. This is the student's specific takeaway
- B. Requires pen and paper



**NOTES FOR THE  
INSTRUCTOR OR  
FACILITATOR**

**Here are several spring-boards for discussion to be used in conjunction with the READY NWI Videos:**

- Be professional
- Honor the employees who hired you
- Try to volunteer at a company



**About the Company:**

Golden Technologies, located in Valparaiso, Indiana, is an IT firm that provides managed IT services. Depending on the customer need, Golden Technologies can help resolve specific issues with Network & IT Infrastructures, update to a VoIP Phone System, or create efficiencies by utilizing Cloud Computing. “Fully Managed IT Solutions” provide clients with a completely custom-tailored solution to their networking and infrastructure needs.

## 1 DEFINITIONS

*The following section is for discussion with the students prior to watching the video. First, ask the students what each of the words mean to them, then provide the following definitions from Wikipedia:*

**Help Desk** - is a resource intended to provide the customer or end user with information and support related to a company's or institution's products and services. The purpose of a help desk is usually to troubleshoot problems or provide guidance about products such as computers, electronic equipment, food, apparel, or software.

**Cloud Computing** - is the delivery of computing as a service rather than a product, whereby shared resources, software, and information are provided to computers and other devices as a utility (like the electricity grid) over a network (typically the Internet). Clouds can be classified as public, private or hybrid.

## 2 QUESTIONS FOR VIDEO COMPREHENSION

*The following section requires a writing utensil and a paper, or a computer. The learner, after viewing the video, should be able to answer these questions, ensuring they understood the video. The activity is best completed by each student individually, but can also be done as a pair discussion.*

1. One of the employees says certification and degrees matter, but field experience is also important. How can you start the process of gaining field experience without having certifications or degrees?
2. Why would having social skills be important when working a technician job?
3. What qualities is Golden Technologies looking for in employees?
4. One of the employees started web developing at age 14. Do you have any hobbies that could become a career in the future?
5. One employee suggests to search for a career based on what you love doing? What are some of your passions?
6. At your current stage of education, how can you find other educational opportunities?



7. As a consumer, how would you approach negotiating contracts with this business?

### 3 TEACHING SESSION RECAP

*After the group discussion and video comprehension sessions have been completed, each student should have a pen and paper in order to engage in the next process. The goal of the Recap is to integrate ideas spawned during discussion with comprehension questions administered.*

1. What was your favorite segment of the video?
2. What did you learn about this genre of work?
3. Was there a new idea or concept that you now understand?
4. Could you work in this field?
5. If you could ask an employee at Golden Technologies one question, what would it be?

---

Real People. Real Jobs. Real Opportunity.



This instructional guide was developed by the Center of Workforce Innovations. For further information call 219-462-2940 or visit the READY NWI website at [www.readynwi.com](http://www.readynwi.com).