

## **Information and the Professional**

Many of the past question papers on this topic have been similar to the ones below:

*A company is recruiting a new member of staff for its ICT support desk. The head of a) Human Resources has asked the manager of the support desk what personal qualities the new employee should have in order to be able to carry out the job effectively.*

*State, with reasons, three personal qualities that the manager would want a new support desk employee to have. (6 marks)*

**Any 3 x (2, 1, 0) marks, 1 for QUALITY 1 for REASON NB Context is ICT support desk so reason must be in context for the second mark**

**Willing to work flexible hours (1)** user support roles require the ability to stick at problems and see them through after their normal working hours (1)

**Be able to communicate well orally (1)** to enable efficient and effective communication with users or colleagues to discover what the ICT problem is (1)

**Good written communication skills (1)** ability to write understandable documentation for both technical staff and end users/necessary for recording faults clearly and documenting solutions in an understandable form (1)

**Organisational skills/work under pressure (1)** ability to manage several jobs efficiently at the same time/users may have urgent work to do and be demanding (1)

**Good listening skills (1)** - if ICT support worker does not listen carefully then users ICT problems are often misinterpreted (1)

**Perseverance/problem solving (1)** ability to work on ICT problems without giving up / finding more than one solution to a problem (1)

DO NOT ACCEPT Initiative, managerial skills, technical skills, previous experience or other generalised answers

*b) ICT professionals may be required to:*

- *be willing to work flexible hours;*
- *communicate well orally;*
- *have good problem solving skills.*

*Explain, giving examples, why ICT professionals should have each of these three characteristics. (6 marks)*

1 mark for job title/description and 1 mark for why characteristic is required.

**Member of a help desk team (1)** – role requires the ability to stick at problems and see them through after normal finishing time. may be 5pm the worker would be required to work until the problem was resolved (1)

**A systems analyst** writing a system spec (1) to enable efficient and effective communication with users/ interviewing and questioning effectively to obtain the correct end user requirements (1)

**A programmer (1)** – to determine different solutions to the problem / a user may not understand the solution so the professional would have to provide an alternative way to resolve the problem (1)

Using these as typical questions, answer the following:

1. *When producing a requirements specification for an ICT solution to a task, an ICT professional needs to use certain personal skills. Give **three** such personal skills and state why each of them will be of use to the ICT professional when preparing the requirements specification. (6 marks)*

ANY 3 x 2 MARKS Independent marks Allocated 1 mark for stating quality

1 mark for explaining **this must be with relevance to the scenario**

Examples:

**Be able to communicate well orally/Articulate/Good questioning skills**

(1)- . to enable efficient and effective communication with users/or colleagues/ being able to use suitable language, free from jargon so they can find out requirements (1)

**Have patience** (1) . to keep calm and prevent end users from becoming flustered when discussing requirements/ follow through all the detail design work needed (1)

**Have good written skills** (1) . to be able to provide end users with clear documentation of the requirements specification to enable discussion/ make clear notes at interviews (1)

**Approachable/Gain trust /confidence** (1) makes users feel at ease/easier to get information from them (1)

**Observant/Good listening skills** (1) plus explanation (1)

**Analytical/Problem solving/logical**(1) plus explanation (1)

If they have Good communication skills, they cannot then have marks for written and oral as well. (6 marks)

2. *Using a different example of how an ICT professional would use each of the following personal skills, describe why that skill is important:*

*(a) written communication skills;*

*(b) listening skills;*

*(c) problem solving skills.(2 marks)(2 marks)(2 marks)*

**ONE MARK FOR USE OF THE SKILL IN AN ICT CONTEXT & ONE MARK FOR EXPLAINING THE IMPORTANCE OF THE SKILL.**

Example answers include:

**a) Written communication skills** . Use of ICT tool for writing end user documentation. (1)  
Clarity and understanding. (1)

**b) Listening skills** . Help desk etc/writing programs. (1) Listen carefully to ensure understanding of a problem or end user requirements. (1)

**c) Problem solving skills** .Debugging/help desk. (1) Consider different solutions and understand all of the problems from some clues that the end user has given to you. (1)

**NB Use of the skill must be ICT related in each case and clearly stated.**

**NOT**

Team working, Flexible hours, Management skills, Social skills, Technical skills, Teaching or Training, Initiative.

Total: 12