JobTIPS
Transition Toolbox

I really like working in information technology and I know a lot about it. Not everyone knows what I know. This is why I may get to work in IT.

However, to keep a job in IT, I must be polite to customers at ALL times.
I get surprised sometimes that a person does not know **basic** things about the computer and software.

I need to remember that I am a teacher dealing with students of many different abilities.
A good teacher is always nice to students and helps each one with their specific problem.

I will try to be a good teacher who always helps and says nice things to the customers.
This is how I can keep my Help Desk job.