

## Information Technology Strengths: Computer Programming, Repair, and Support

**Instructor:** Note that these questions may require adjustment to fit the understanding of the student. Moreover, actual experience is likely to change the student's preference and make it more valid. Encourage the student to take his best guess, especially when doing this for the first time and when the student has no direct experience yet within the field of information technology.

Name:

Date:

	1 Not Good	2 Fair	3 Good	4 Super
<b>Computer Programming</b>				
1. How capable would I be working on a computer most of the day?				
2. How capable would I be doing higher mathematics such as algebra, geometry, calculus and statistics?				
3. How capable would I be writing computer code for software applications and computer systems?				
4. How capable would I be coding instructions and algorithms into computer-readable form?				
5. How capable would I be testing computer code for errors and evaluating accuracy?				
6. How capable would I be adjusting or revising computer code if needed?				
7. How capable would I be developing software applications?				
8. How capable would I be working with other programmers to combine my code with theirs?				
9. How capable would I be supporting computer users by answering technical questions?				
10. How capable would I be consulting with co-workers regarding their programming needs?				
11. How capable would I be performing systems analyses?				
12. How capable would I be gathering and writing documentation for coding?				
<b>Computer Repair and Maintenance</b>				
13. How capable would I be manually examining and repairing computer hardware and computer components?				
14. How capable would I be testing the functionality and assessing problems for a computer system?				

	1 Not Good	2 Fair	3 Good	4 Super
15. How capable would I be troubleshooting computer systems problems?				
16. How capable would I be taking computer components apart and re-assembling them?				
17. How capable would I be using small handheld tools such as screwdrivers, voltmeters, etc.?				
18. How capable would I be manually setting up computer systems and hardware and installing software programs?				
19. How capable would I be working with other computer repair and maintenance technicians to resolve computer-related problems?				
20. How capable would I be reading and reviewing technical support manuals or other materials?				
<b>Computer Support</b>				
21. How capable would I be supporting computer users by answering technical questions by phone, email, videoconference, or remote desktop access?				
22. How capable would I be creating a record or "ticket" for each computer support request you receive?				
23. How capable would I be providing step-by-step instruction by phone to computer users to help them install software programs, hardware, or resolve computer problems?				
24. How capable would I be manually setting up computer systems, hardware, and software programs for computer users in person?				
25. How capable would I be working with other computer support specialists to resolve computer-related problems?				
26. How capable would I be reading and reviewing technical support manuals or other materials that help in providing assistance to computer users?				