

# SkillsUSA Tennessee PS Virtual Interview Contest

## Computer Information Technician

SkillsUSA is focused on preparing students for career success. With the changes in our world, it is now more important than ever that you know not only how to interview for your future career, but how to do it in a virtual format.

Starting in summer 2020, SkillsUSA Tennessee Postsecondary is hosting statewide Virtual Interview Contests in all industry sectors!

### Virtual Interview Contest Process:

**Step #1:** All chapters will receive “*How to Prepare for Virtual Interviews*” training packet created by the SkillsUSA Tennessee PS State Director

**Step #2:** Students practice virtual interviewing skills with their instructor. Create a professional resume geared towards the job description included. Participate in a virtual in-class competition to determine top 3 overall students in their program area.

**Step #3** The top 3 students from each program submit their recorded virtual skills demonstration interviews and their professional resumes to the state director to be judged by industry professionals.

*\*Scenarios and detailed instructions are included in this packet*

**Step #4** The Top 10 finalists from each sector will be notified of their scheduled time to interview in using *Microsoft Teams* with a panel of industry professionals from their sector. Interviews will be recorded, and once all are scored the overall winners will be awarded Gold, Silver, and Bronze medals.



# Computer and Information Systems Technician

## Job Summary and Responsibilities:

Chief technology officers contribute to a company's technical vision and lead all aspects of technology development, according to its strategic direction and growth objectives. They match technology with business needs.

## Required Competencies:

### Occupational Competencies

- **Strategic research:** Research long term possibilities for improvements and plan steps to achieve them.
- **ICT coding conventions:** Apply guidelines for ICT programming techniques, such as conventions, code design patterns and practices to achieve higher security, reliability, better readability and maintenance of the product.
- **Decision support system:** Use the available ICT systems that can be used to support business or organizational decision making.
- **Corporate governance:** Apply a set of principles and mechanisms by which an organization is managed and directed, set procedures of information, control flow and decision making, distribute rights and responsibilities among departments and individuals, set corporate objectives and monitor and evaluate actions and results.
- **Decision support systems:** Knowledge of the ICT systems that can be used to support business or organizational decision making.
- **ICT project management:** Experience with the methodologies for the planning, implementation, review and follow-up of ICT projects, such as the development, integration, modification and sales of ICT products and services, as well as projects relating technological innovation in the field of ICT.

### Foundational Competencies

- **Critical Thinking:** Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- **Active Listening:** Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- **Reading Comprehension:** Understanding written sentences and paragraphs in work related documents.
- **Judgment and Decision Making:** Considering the relative costs and benefits of potential actions to choose the most appropriate one.
- **Monitoring:** Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.
- **Speaking:** Talking to others to convey information effectively.

## Preferred Competencies:

### Occupational Competencies

- **Haskell:** The techniques and principles of software development, such as analysis, algorithms, coding, testing and compiling of programming paradigms in Haskell.
- **Erlang:** The techniques and principles of software development, such as analysis, algorithms, coding, testing and compiling of programming paradigms in Erlang.
- **Information structure:** The type of infrastructure which defines the format of data: semi-structured, unstructured and structured.
- **SAS language:** The techniques and principles of software development, such as analysis, algorithms, coding, testing and compiling of programming paradigms in SAS language.
- **Agile project management:** The agile project management approach is a methodology for planning, managing and overseeing of ICT resources in order to meet specific goals and using project management ICT tools.
- **Ruby:** The techniques and principles of software development, such as analysis, algorithms, coding, testing and compiling of programming paradigms in Ruby.
- **Common Lisp:** The techniques and principles of software development, such as analysis, algorithms, coding, testing and compiling of programming paradigms in Common Lisp.
- **Lisp:** The techniques and principles of software development, such as analysis, algorithms, coding, testing and compiling of programming paradigms in Lisp.
- **Visual Studio .NET:** The techniques and principles of software development, such as analysis, algorithms, coding, testing and compiling of programming paradigms in Visual Basic.
- **Business intelligence:** The tools used to transform large amounts of raw data into relevant and helpful business information.
- **Java:** The techniques and principles of software development, such as analysis, algorithms, coding, testing and compiling of programming paradigms in Java.
- **Computer programming:** The techniques and principles of software development, such as analysis, algorithms, coding, testing and compiling of programming paradigms (e.g. object oriented programming, functional programming) and of programming languages.
- **Prolog:** The techniques and principles of software development, such as analysis, algorithms, coding, testing and compiling of programming paradigms in Prolog.
- **OpenEdge Advanced Business Language:** The techniques and principles of software development, such as analysis, algorithms, coding, testing and compiling of programming paradigms in OpenEdge Advanced Business Language.
- **ICT quality policy:** The quality policy of the organization and its objectives, the acceptable level of quality and the techniques to measure it, its legal aspects and the duties of specific departments to ensure quality.
- **JavaScript:** The techniques and principles of software development, such as analysis, algorithms, coding, testing and compiling of programming paradigms in JavaScript.
- **Perl:** The techniques and principles of software development, such as analysis, algorithms, coding, testing and compiling of programming paradigms in Perl.
- **Smalltalk:** The techniques and principles of software development, such as analysis, algorithms, coding, testing and compiling of programming paradigms in Smalltalk.

- **PHP:** The techniques and principles of software development, such as analysis, algorithms, coding, testing and compiling of programming paradigms in PHP.
- **Assembly:** The techniques and principles of software development, such as analysis, algorithms, coding, testing and compiling of programming paradigms in Assembly.
- **Software components libraries:** The software packages, modules, web services and resources that cover a set of related functions and the databases where these reusable components can be found.
- **Hardware components:** The essential components that make up a hardware system, such as liquid-crystal displays (LCD), camera sensors, microprocessors, memories, modems, batteries and their interconnections.
- **C#:** The techniques and principles of software development, such as analysis, algorithms, coding, testing and compiling of programming paradigms in C#.
- **Internet governance:** The principles, regulations, norms and programs that shape the evolution and use of internet, such as internet domain names management, registries and registrars, according to ICANN/IANA regulations and recommendations, IP addresses and names, name servers, DNS, TLDs and aspects of IDNs and DNSSEC.
- **RR:** The techniques and principles of software development, such as analysis, algorithms, coding, testing and compiling of programming paradigms in R.

### Foundational Competencies

- **Complex Problem Solving:** Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.
- **Coordination:** Adjusting actions in relation to others' actions.
- **Writing:** Communicating effectively in writing as appropriate for the needs of the audience.
- **Management of Personnel Resources:** Motivating, developing, and directing people as they work, identifying the best people for the job.

### Example Activities:

- Direct daily operations of department, analyzing workflow, establishing priorities, developing standards and setting deadlines.
- Meet with department heads, managers, supervisors, vendors, and others, to solicit cooperation and resolve problems.
- Review project plans to plan and coordinate project activity.
- Assign and review the work of systems analysts, programmers, and other computer-related workers.
- Provide users with technical support for computer problems.
- Develop computer information resources, providing for data security and control, strategic computing, and disaster recovery.
- Recruit, hire, train and supervise staff, or participate in staffing decisions.
- Stay abreast of advances in technology.

## Pre-Recorded Skills Demonstration Scenario

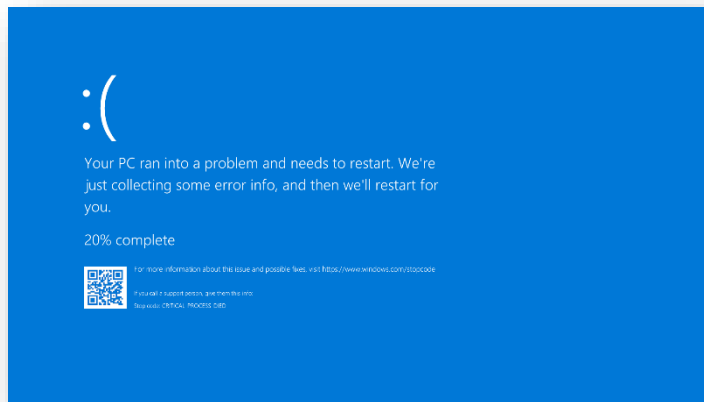
### Computer Information Technician

For this portion of the virtual interview contest, you are to record yourself responding to the following scenario. You may choose to use props, but they are not required. You will be scored on your ability to communicate the process clearly, and to demonstrate your knowledge of the technical skill.

#### Scenario:

You work for the Tennessee Board of Regents as a Computer Information Technician. The SkillsUSA Director, Joy Rich, has contacted you to let you know she was in the middle of a Zoom call when her Surface Pro computer locked up and went to a blue screen. She cannot get it past the “Blue Screen of Death” and she is working remotely from home.

Walk through the questions you will ask Joy to identify potential problems as well as the process you will take to remotely access her computer to perform diagnostics. Once you identify the problem (*you may choose the problem*) talk through how you will repair the computer from your remote location and any follow up suggestions you have for Joy to ensure she doesn't have this problem again.



<b>Skills Demonstration Scenario</b>	<b>Possible Points</b>	<b>Points Earned</b>	<b>Notes</b>
Professional Appearance/Grooming	5		
Virtual Setting: Backdrop, Lighting, Audio, Technical Quality, No Distractions	5		
Eye Contact/Body Language	5		
Demonstration of technical skill/knowledge	15		
Verbal communication skills/clarity	10		
Overall Impression	10		
Total	50		
<b>Virtual Interview</b>	<b>Possible Points</b>	<b>Points Earned</b>	<b>Notes</b>
Greeting and Introduction	5		
Professional Appearance/Grooming	5		
Eye Contact/Body Language	5		
Demonstration of knowledge of the position and technical skills required for the job	10		
Verbal Communication Skills/Clarity	5		
Presentation: Self-Confidence, Persuasiveness	5		
Preparation: Knowledge of Position Applied for and Personal History	5		
Overall Impression	10		
Total	50		
<b>Resume</b>	<b>Possible Points</b>	<b>Points Earned</b>	<b>Notes</b>
<b>Personal Information:</b> Name, address, phone & email	1		
<b>Skills:</b>	2		
<b>Education:</b> Include program of study/Major	2		
<b>Employment:</b> And/or volunteer work or list NA	1		
<b>Activities, Awards and Honors:</b> Should include SkillsUSA membership/activities	2		
<b>References:</b> Or references available upon request	1		
<b>Spelling, Punctuation &amp; Grammar</b>	1		
Total	10		
<b>More than One Page (-1pt)</b>			