

Careers in Information Technology

Get your GEEK on

1830 Registration

1845 IT Career paths, training, TeamOne

1930 Break, site tour

1945 dress the part: Resume, LinkedIn

2015 sign up for Internship program

Michael Scheidell, CISO

TeamOne.Support

$\exists x \left(\text{Person}(x) \wedge \forall y (\text{Time}(y) \rightarrow \text{Happy}(x, y)) \right)$



SECURITY PRIVATEERS

Twitter: @scheidell

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<http://www.securityprivateers.com>

- **Founded 3 successful IT businesses in Florida**
- **Patents in Information Security**
- **Multiple certifications**
- **Connections to S. Fl Business**
- **Programmer since (yep: 1971)**
- **Project Manager**
- **Speaker**
- **Teacher**
- **Multiple industry awards, CTO, etc**

AGENDA



- Information Technology (IT)
 - What is it?
- Career paths in IT
 - How do I make a living?
- What education and experience do I need?
 - Can't get a job without experience
 - Can't get experience without a job
- TeamOne.Support
 - An initiative of Security Privateers
 - Created as a vehicle to train and mentor
 - (Also a managed services provider)
- Internship/training program
 - The meat of it
 - Training, experience
 - 10 weeks, 1 night/2 hours
 - Onsite here for 9 weeks
 - Then hands on / real life experience



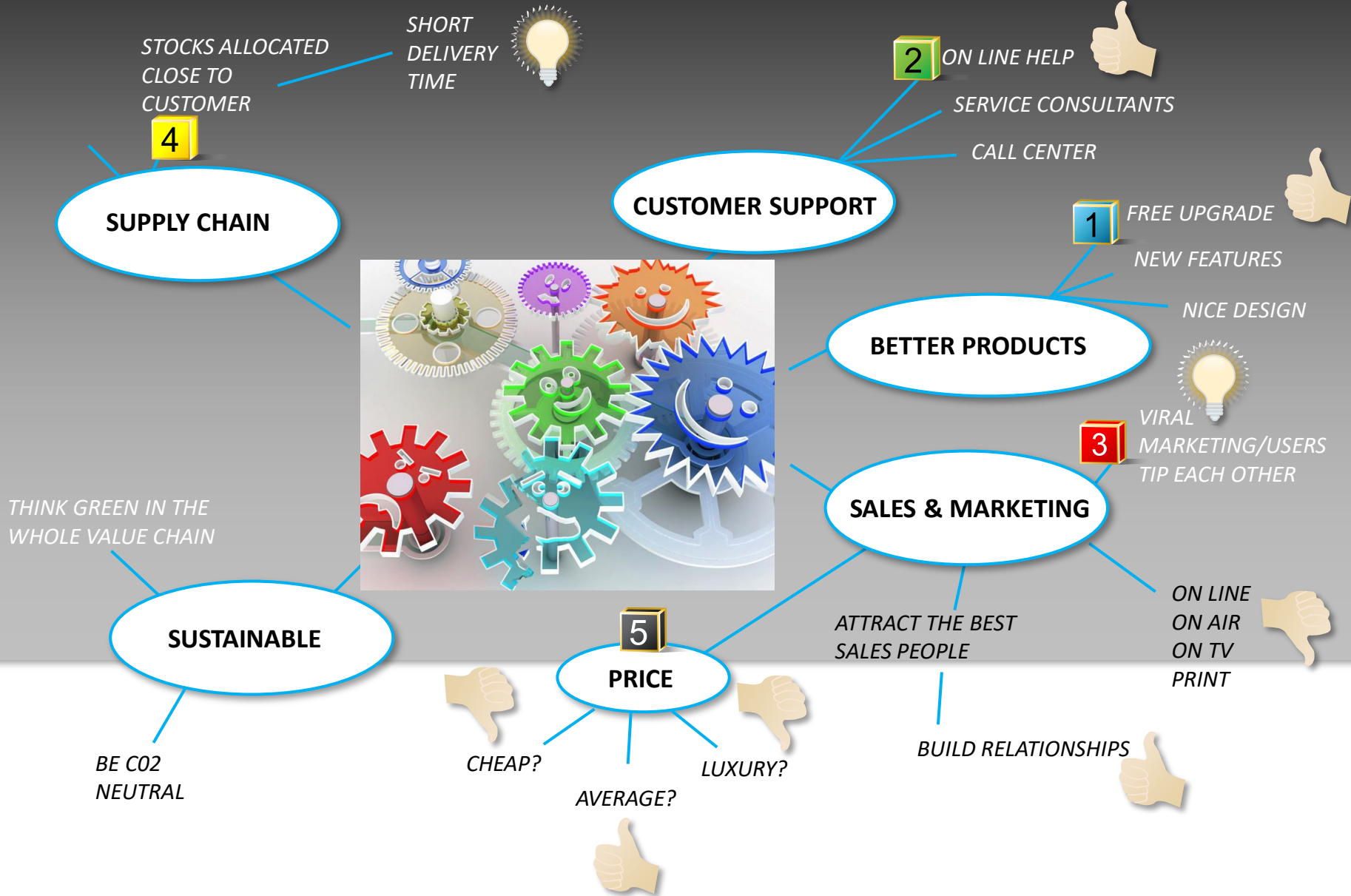
What is IT?

- 'The Internet'
- Email?
- Amazon.com?

- EVERYTHING now is IT
- Cars, phones, Walmart checkout

Spacely Sprockets

We make our Clients go NUTS^(tm)



It's getting Cloudy now



- Public Cloud: SaaS
 - Non regulated Data
 - Standardized application
 - Lots of users
 - Incremental capacity
- PaaS: Software development

- Private Cloud: PaaS
 - Regulated Data
 - Strict Security and Control
 - Large Company
 - Custom Applications

- Hybrid Clouds: SaaS+PaaS
 - PaaS for storage
 - VPN to SaaS



What is the Cloud?

The cloud is many things to many people.

There is no cloud.

Someone else's mainframe and NAS



Where is the Cloud?

Where is your Data Stored?

Where is your Processing Done?

Where is the Data Flow?

Private, Public, Hybrid

What is IT?



Information Technology

Information technology (IT) can be viewed as a system, a combination of independent parts all working together to accomplish a certain goal. Systems are everywhere. For example, the respiratory, circulatory, nervous, and other subsystems of the body work together towards the common goal of keeping humans alive. IT is similar in that it consists of various subsystems all working towards a common goal.

Career paths in IT

Many of these do not need a college degree.

DESPITE THE RECENT LAYOFFS..

Entry level IT jobs are in high demand.

(the guy making \$350K in LA isn't going to take a job in Miami for \$50k)

- Health care/IT technician: \$46K
- Help desk technician: \$48K
- Web developer: \$80K (WordPress, etc)
- Network Administrator: \$70K
- Graphic Designer: \$57K (graffiti artist)
- AutoCAD Drafter: \$58K
- Computer Programmer: \$73K (to 300K!)

General Requirements:

- High school diploma.
- +tech, trade schools, certs
- Resume with experience (even intern)



Career paths in IT



- Information Security (don't call it IT security)
 - \$100K to.. 7 figures for top job at F500 company)
- Computer Animator: \$70K
- UI (user interface) developer: \$90K
- Video Game designer: \$80K
 - (see, your mom was WRONG)
- Computer system analyst: \$94K
- Computer Hardware engineer: \$100K
- Database Administrator: \$100K
- Robotics Engineer: \$100K
- Computer scientist: \$102K
- Mobile Application developer: \$107K
- Software Engineer: \$105K
- Computer Network Architect: \$112K
- Cloud Engineer: \$119K
- Data Scientist: \$120K
- DevOps Engineer: \$127K
- IT project manager: \$130K
- IT Manager: \$150K
- CIO/CTO/CISO: 240K-.... Millions.



Career paths in IT

From helpdesk to CIO, from \$20K to \$250K, 10 years plus college degrees

- Fast food: \$9.50/hr
- Help Desk Intern: \$15/hr
- Help Desk Full Time: \$48k/y (\$23/hr)
 - Complete intern program
 - Complete self directed, google support cert
 - CompTIA A+ (90 days)
- Network Administrator: \$70k
 - 2 years IT experience
 - AA degree, CCNA certs
 - Network+ / Microsoft (above certs)
- Computer Network / Cloud Architect: \$112k
 - BS degree, +5 years experience
 - Certs: AWS, Azure, CompTIA cloud+, CCSK
- IT project manager: \$130k
 - BS degree, +5 years (MBA gets a bump in salary)
 - Certs: PMP
- CIO/CTO/CISO: 240K-.... Millions.
 - BS, MBA, MIA, CIS, 10+ years



Career paths in IT

From helpdesk to Programmer, degree optional

- Help Desk Intern: \$15/hr
- Help Desk Full Time: \$48k/y (\$23/hr)
 - Complete intern program
 - Complete self directed, google support cert
 - CompTIA A+ (90 days)
- Computer Programmer: \$73K
 - 2 years IT experience
 - Learn scripting (PowerShell, java, python)
 - Web programming wouldn't hurt (UIX)
 - Database programming
- Software Engineer: \$105-127K
 - 2-4 years programming experience
 - Database/Robotics/Cloud/DevOps
- IT Project Manager: \$130K
 - 5 years programming
 - Degrees and PMI cert will help
- IT Manager: \$150K
 - 5-7 years
- CIO again!
 - 10+ years, BS, MBA helps, (depends on company size)

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Career paths in IT

The Security Route



5 career paths for information security

1. Engineering and architecture
 - You enjoy tinkering
2. Incident response
 - You work well under pressure
3. Management and administration
 - You're an excellent communicator
4. Consulting
 - You like to help others (life/work?)
5. Testing and Hacking
 - You like a challenge



Career paths in IT

Education and experience

- Security Privateers/TeamOne.Intern program
 - 10 weeks, 2 hours a week
 - Includes live, hands-on customers
 - Potential to land part time/full time
- Google IT Support Professional Cert
 - 3 to 6 months
- CompTIA A+
 - CompTIA A+ (90 days)
- Network route:
 - Cisco CCNA
 - CompTIA Network+
 - AA degree boosts salary
- Programming route:
 - Boot camps
 - Learn python, PowerShell, c#, .NET, java
 - AA degree
 - Microsoft azure/ AWS 'microservices, cloud first'
- BS degree
 - MIS
 - MBA

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Career paths in IT

Help Desk Specialist, \$50K, Delray Beach, Florida

We prefer someone with a A+/Network+ and/or basic Microsoft certifications but will consider all candidates with the appropriate aptitude and attitude!

We desire a candidate who has experience in one or more of the following areas:

- Microsoft Windows Server 2012R2, 2016, 2019
- Microsoft Windows 7, 8.x, 10, 11
- Microsoft Office 2010, 2013, 2016, 2019
- Office 365 Administrative Support
- Exchange Server 2010, 2013, 2016, 2019
- Active Directory Essentials
- Basic VMware vSphere knowledge
- Basic Routing and Switching knowledge
- Basic Firewall knowledge (Block/Allow, NAT, etc)
- Hosted PBX / Managed Phone System Support



1

Managed Services

- Helpdesk
- System Admin
- Remote Assistance
- Patch Management
- Monitoring
- PC configuration
- Office365
- Login help

2

Training

- Free to US vets
- 10 week training
- Basic IT
- Basic Internet
- Basic Windows
- Basic Office365
- Basic PC
- Basic Tools

3

Internship

- Paid Internship
- Use your training
- Hands on
- Flexible hours
- Remote / home
- Real Clients
- Introductions
- Potential employers

How to get started in IT



https://www.youtube.com/watch?v=1ac_JqEBaWY





- <https://www.military.com/education/finding-a-school/get-it-certified-for-free.html>
- The FedVTE program
 - managed by DHS, contains more than 800 hours of training on topics such as ethical hacking and surveillance, risk management and malware analysis.
- Skillsoft
 - use the program to get certifications in such things as Six Sigma, Human Resource Certification, Microsoft Desktop. Information Technology certifications such as Amazon, Cisco, Google, Linux, and Microsoft

- Join ISSA <http://www.sfissa.org/>
- Join CSA <https://cloudsecurityalliance.org/>
- Join Infragard <https://www.infragard.org/>
- Join OWASP <https://www.owasp.org>
- Training / Conferences / Presentations



- 1930 Questions, 15 min Break, site tour
- 1945 dress the part: Resume, LinkedIn
- 2015 sign up for Internship program

AGENDA



- Resume
 - Spelling matters
 - Colors
 - <https://zety.com/blog/it-resume-example>

Alina Rudimenko
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Tel: 718-708-1622

Personable IT consultant with 4+ years expertise in a fast-paced global tech firm. Achieved company-best quality satisfaction rating according to internal review (99.76%). Seeking to advance my career by growing with the Lansing team and company.

Academic Details

09.2007 – 05.2012 - **BA in Network Administration**

- City University of New York, New York, NY
- 3.9 GPA

Skills

- Agile development (advanced)
- DevOps Debugger 5000 Use (Intermediate)
- Data Synchronization (Working Proficiency)
- Cloud management (intermediate)
- UI / UX (Working Proficiency)

Work Experience

Date of Joining: 2015-01 to 2017-12
Post: IT Specialist
Organization: AWS, New York, NY
The scope of work: Coached newly-hired IT specialists on advanced technical procedures. Assisted clients with diagnosis of software and hardware problems. Encouraged timely and relevant upgrades for clients' products as necessary. Identified new parts-ordering solution. Assisted IT director with administration applications.

Date of Joining: 2013-01 to 2015-01
Post: Help Desk Agent
Organization: The Kall Center, New York, NY
The scope of work: Coached other support agents on technical duties and managed training on product catalog. Encouraged email and phone clients to make software-pairing decisions based on budget and need. Created customer survey to assess software demand which became adopted call center-wide. Identified ticketing management solution which led to a queue reduction. Assisted IT manager as liaison to clients on software updates.

Certifications

- 08.2014 - CompTIA A+ , CompTIA Network+ , and CompTIA Security+ Certifications
- 09.2013 - Microsoft Certified Technology Specialist
- 2013-07 - Citrix Certified Enterprise Engineer
- 2012-08 - VMware Certified Design Expert (VCDX)

Skills

- Spanish
- Croatian

Alina Rudimenko
IT Consultant - 4+ Years Experience

Personable IT consultant with 4+ years expertise in a fast-paced global tech firm. Achieved company-best quality satisfaction rating according to internal review (99.76%). Seeking to advance my career by growing with the Lansing team and company.

Experience

2015-01 - **IT Specialist**
2017-12 - **AWS, New York, NY**

Key IT Qualifications & Responsibilities

- Coached newly-hired IT specialists on advanced technical procedures.
- Assisted clients with diagnosis of software and hardware issues.
- Encouraged timely and relevant upgrades for clients' products.

Key IT Achievements

- Identified new parts-ordering solution, led to 17% wait time reduction.
- Assisted IT director with admin apps, reducing workload by 19%.

2013-01 - **Help Desk Agent**
2015-01 - **The Kall Center, New York, NY**

Key IT Responsibilities

- Coached support agents on technical duties and managed training.
- Encouraged email and phone clients to make software-pairing decisions.
- Instituted customer survey to assess software demand.

Key IT Achievements

- Identified ticketing management solution, led to 18% queue reduction.
- Assisted IT manager as client liaison on updates, reducing workload 49%.

Education

2007-09 - **BA in Network Administration**
2012-05 - **City University of New York, New York, NY**
3.9 GPA

Certifications

- 2014-08 - CompTIA A+ , CompTIA Network+ , and CompTIA Security+ Certifications
- 2013-09 - Microsoft Certified Technology Specialist
- 2013-07 - Citrix Certified Enterprise Engineer
- 2012-08 - VMware Certified Design Expert (VCDX)

Personal Info

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Skills

- Agile Development: Advanced
- Cloud Management: Intermediate
- DevOps Debugger 5000 Use: Intermediate
- Data Synchronization: Working Proficiency
- UI / UX: Working Proficiency

Languages

- Spanish: Advanced
- Croatian: Conversational

Resume



- Reverse-chronological format
- Entry Level IT experience?
 - Bullet-point entries
 - Skills, duties, education (be creative)
 - ~~I blew up bridges~~
 - Works well in high stress environments
 - Let's hear some of your examples



- They aren't paid to find you a job.
- They are paid to fill jobs
- They will make the safe choice
- Networking (Linkedin!!!!)
- Indeed.com
- Glassdoor.com (salaries)

Build your linkedin profile



- Resume first
- Update them together
- Upload your resume
- A PROFESSIONAL PHOTO!!!!!!!!!!!!!!
- <https://www.linkedin.com/business/sales/blog/profile-best-practices/17-steps-to-a-better-linkedin-profile-in-2017>

Really bad linkedin photos

(yes, these are, or were real)



Why am I spending so much time on photos?



- This is your LOGO, your BRAND
- The first thing that catches their eye
- ["frank smith" | Search | LinkedIn](#)
- Last time I posted a job on LI, I discarded every applicant without a professional photo
- **14 times more visits & 36 times more chances to receive a message with a professional headshot**



Choose the right profile picture for LinkedIn.

Your profile picture is your calling card on LinkedIn – it's how people are introduced to you and (visual beings that we are) it governs their impressions from the start. There are some great posts explaining how to pick the right profile picture on LinkedIn – but here are some quick tips to start with: make sure the picture is recent and looks like you, make sure your face takes up around 60% of it (long-distance shots don't stand out), wear what you would like to wear to work, and smile with your eyes

LinkedIn Profile



Career Tip

Dress for the job you want



Add a background photo

Your background photo is the second visual element at the top of your profile page. It grabs people's attention, sets the context and shows a little more about what matters to you. More than anything, the right background photo helps your page stand out, engage attention and stay memorable.



Make your headline more than just a job title.

There's no rule that says the description at the top of your profile page has to be just a job title. Use the headline field to say a bit more about how you see your role, why you do what you do, and what makes you tick. If you've got sales reps at your company who are on the ball with social selling, then take a quick look at their profile page headlines for inspiration. They will almost certainly have more than their job titles in there.



Turn your summary into your story.

The first thing to say about your LinkedIn summary is – make sure you have one! It’s amazing how many people still leave this field blank when creating their LinkedIn profile. Your summary is your chance to tell your own story – so don’t just use it to list your skills or the job titles you’ve had. Try to bring to life why those skills matter – and the difference they can make to the people you work with. Don’t be afraid to invest some time, try a few drafts, and run your summary past people you know. This is your most personal piece of content marketing – and it’s worth the effort.



Declare war on buzzwords.

Buzzwords are adjectives that are used so often in LinkedIn headlines and summaries that they've become almost completely meaningless. Our regular rankings of the most over-used buzzwords include terms like 'specialized', 'leadership', 'focused', 'strategic', 'experienced', 'passionate', 'expert', 'creative', 'innovative' and 'certified'.



Grow your network. (501+)

One of the easiest and yet most relevant ways to grow your LinkedIn network is to synch your profile with your email address book. This enables LinkedIn to suggest people you could connect with. Beyond this, get into the habit of following up meetings and conversations with LinkedIn connection requests – it's a great way to keep your network vibrant and up to date.



List your relevant skills.

It's one of the quickest of quick wins on LinkedIn – scroll through the list of skills and identify those that are relevant to you. Doing so helps to substantiate the description in your Headline and Summary and provides a platform for others to endorse you. However, the key here is staying relevant. A long list of skills that aren't really core to who you are and what you do, can start to feel unwieldy.



Spotlight the services you offer.

Services is a new LinkedIn feature that helps consultants, freelancers and those working for smaller businesses to showcase the range of services that they offer. Filling out the Services section of your profile can boost your visibility in search results.



Spread the endorsement love.

Endorsements from other members substantiate your skills and increase your credibility. How do you get endorsed on LinkedIn? Go through your network and identify connections who you feel genuinely deserve an endorsement from you – that's often the trigger for people to return the favor. Reach out to people whose endorsement you'd really value.



Manage your endorsements more proactively.

Once endorsements start to come in, you might find that they skew the emphasis of your LinkedIn profile in ways that don't reflect who you are. Be proactive in managing your endorsements list using the edit features in the Skills section of your profile – you can choose which to show, and which to hide.



Take a skills assessment.

A skills assessment is an online test that enables you to demonstrate the level of your skills and display a Verified Skills badge on your profile. Data shows that candidates with verified skills are around 30% more likely to be hired for the roles they apply for – and displaying proof your abilities strengthens your personal brand.



Request recommendations.

Endorsements give people viewing your profile a quick, visual sense of what you're valued for. Recommendations take things a step further. They are personal testimonials written to illustrate the experience of working with you. There's a handy drop-down menu in the Recommendations section of your profile that makes it easy to reach out to specific contacts and request recommendations.



Showcase your passion for learning.

When you complete a course on LinkedIn Learning, you'll have the opportunity to add a course certificate to your LinkedIn profile. You do this from within the Learning History section of your LinkedIn Learning account – where you can also send updates about your learning to your network if you choose.



Share media and marketing collateral.

Sharing case studies, white papers and other brand content helps to show what the business you work for is all about – and helps people understand what makes you tick. It demonstrates passion and commitment as well.



Get credit for your thought-leadership with Publications.

The Publications section is one of the most under-used elements in LinkedIn profiles – and that means that you can really stand out from the crowd when you use this feature to draw attention to existing thought-leadership content. Have you helped to write an eBook or a White Paper? The Publications section links your profile to these assets.



Share relevant content from your LinkedIn feed.

It's one thing to have a network of connections on LinkedIn – it's far better to have an active role in that network, appearing in your connections' LinkedIn feeds in a way that adds value for them. Sharing relevant content with your network is one of the most accessible ways of doing this. You can make a start by sharing content that you find genuinely interesting – and that aligns with your point of view.



Add comments.

Sharing is great – but it's just the starting point. When you add comments to your shares, you give yourself greater prominence within the feed and start to express why you think a particular piece of content matters. Well-expressed comments also enable you to share a broader range of content.



Follow relevant influencers for your industry.

Following relevant influencers on LinkedIn helps to put a range of interesting content in your feed, which you can then share with others when you think it adds value. It also helps to give context to your LinkedIn profile, demonstrating your passion for what you do.



Publish long-form content – and use it to start conversations.

The more you share and comment on content, the more you establish your expertise and thought-leadership credentials on LinkedIn. Publishing long-form posts is the natural next step to take. A great starting point is to monitor the response that you get to your comments and shares. Are there particular subjects and points of view that seem to resonate with your network?



Publish long-form content – and use it to start conversations.

Are there comments that you have shared which you feel you could expand on in a post? Evolving your thought-leadership in this way keeps it real – and keeps you plugged into the issues your connections are talking about. Be ready for your long-form posts to start new conversations too. Keep an eye on the comments and be ready to respond.



Getting your LinkedIn profile working harder for you doesn't have to take up hours of your time. Try working through these ideas, building from one to the other – and you'll find that you can make progress quickly, even if you're just able to set aside a few minutes over a lunch break or in the evenings. Once you're flexing the full advantages of your LinkedIn profile you'll be amazed what a difference it can make to both you and your business. Make 2023 the year it happens!

Sign up for internship program



- Each Thursday night, 1830-2030, starting Jan05
- MUST BE IN ATTENDANCE AT GREYTEAM
- 9 two hour sessions on site here, one remote
- Then, 'residency', a flexible 2 hours minimum fixing something real, helping a client at teamone, or a prospective client
- THIS IS A PAID INTERNSHIP PROGRAM
- \$15 an hour for first 9 weeks, \$20 an hour after

Sign up for internship program



- (which means, its over \$600, so we send you a 1099 in 2023)
- We are working on real clients, so we have to do a 7 year, full 50 states and federal background check. We do NOT share the results with anyone.
- Something bad happened (over 7 years ago), ok, it won't show up



THANK YOU!