

Part V- Working Day with

He has not reached his office when Head of Pedagogy Department and one of the teachers stopped him. Tomáš Větrovec, Head of IT Department is asked to attend an afternoon meeting of Pedagogy Department.

Tomáš joined the Academy in 2015 as IT specialist, then he worked as a hostel service engineer and since 2018 he has been Head of IT Department.

Today, 15 October, Tomáš has two main tasks to do. Ensuring a webinar “ Individual planning” for social workers is partly a routine for the team, but the new aspect is to record the accredited course that is transformed from a face-to-face form into on-line. Tomáš assumes that the external lecturer needs his technical assistance as she is not familiar with the platform the Academy uses. The other task is related with his leadership role. Two weeks ago, a new IT officer Tomáš Kapucián moved from a prison to the Academy and he needs to learn the specifics of his new job.

Tomáš throws his bag on his desk and leaves his office. He gets a key and runs to the classroom where the webinar takes place. He switches on the computer and checks if the recording works.

7:15. Tomáš finds out he misses his mobile phone. Tomáš and his wife live in a 30 km distant town. Without a mobile phone his working day would be impossible. Fortunately, it turns up that he left his mobile in his car.

7:25 Tomáš has a meeting with a teacher Capt. Lukáš Kozaczka who would like to consult his idea that could make teachers’ work more effective. They discuss a possibility to improve a system of on-line test assessment when drinking vendor coffee. Tomáš promises to take the idea to Head of Pedagogy Department today. After that, Lukáš and Tomáš consider a crisis situation that could occur if one of the two coloured printing machines is out of order. It would be reasonable to check if both the machines are in a good shape.

7:50 is back in the classroom. He and a teacher Jana Paukertová Ph.D. are expecting the external lecturer of the course for social workers. Participants from ten prisons are logging. Jana checks the participants’ list. Tomáš instructs IT workers at the prisons. When the lecturer arrives, Tomáš assists her with the obligatory recording. The webinar starts at 8.35.

Tomáš can devote himself to his routine duties. He reads requirements sent via e-mail Helpdesk. He decides that the most important is to print certificates. He uses the opportunity to introduce this piece of work to his new colleagues. It concerns not only technical mastering. The new colleague has to be aware of the importance of full and accurate data in the form and the organization of the internal procedures. To explain all aspects to his colleague, Tomáš uses various tools for example the Academy building map.

9:00 Tomáš reads his e-mails and learns that a meeting is called to order at 12:30. Tomáš consults this with Head of Pedagogy Department. After that, Tomáš looks tired and remembers he has not had his breakfast yet. He gets a roll and continues with his tasks.

9:20 On his way to the webinar classroom, Tomáš has to do servicing of the computers in an access centre for visitors. In an hour he has to return and restart the computers. Tomáš checks if the external lecturer is satisfied with the technology and gets back to the Helpdesk requirements.

10:15 Tomáš asks his new colleague if everything goes well. In the meantime, more and more requirements come into Helpdesk. Tomáš looks at his calendar and remembers of the deadline of control activities report, and he starts to write it.

11:00 Lunch break.

During his lunch break, Tomáš was informed that the internet in the building does not work. Both IT officers hurry to find out what has happened. The server room in the school does not show any problem. They go to the other server room in the Academy hotel. The error is not on our side. Tomáš calls the service provider to report the internet failure.

13:30 Tomáš has a meeting with a teacher of IT Capt. Michal Čechoň. They discuss a lecture on the use of Skype Michal is going to deliver to the teachers next week. In a while Deputy Head of Pedagogy Department Maj Adam Klimša joins them.

14:00 Tomáš and his IT colleague are in the Academy hostel. He gets a call from the webinar lecturer who informs Tomáš about the successful day. She has another webinar next week and she asks Tomáš to assist her again.

Both IT officers climb up a ladder and they find themselves on the hostel roof. Tomáš tells his colleague that last month he detected the problem here.

14:30 They are back at the Academy. Tomáš saves the webinar record and writes up his report for the Academy Director. He leaves his workplace at 16:00.

Tomáš Větrovec has had a routine day. Tomorrow, he will cooperate with a team of Pedagogy Department to prepare a lecture for the teachers. He has also a lot of other tasks to fulfill before the weekend starts.