Before reading the text, answer this question:

a) What do you think is the role of a computer systems manager?

Read the text and answer the following questions:

a) What is the biggest change in the last few years?

d) Would you like to do this job? Why/why not?

I = interviewer, S = Sonny

I: Sonny, you're a computer systems manager, right?

S: Yes, that's right.

I: What does a computer systems manager do? I mean, what are your main job responsibilities?

S: I supervise general user support and computer maintenance. We have nearly 100 computers in the company. My department keeps those computers running and helps people when they have problems.

I: What about security? Is that an issue?

S: Definitely. We control security by looking out for dangerous software – spyware and computer viruses, mostly. And we keep our connection to the internet secure.

I: How did you get into computer systems management?

S: I did a degree in computer science. After university, there were two choices. The first choice was a programming job with a software firm. The second choice was a computer systems management job with an insurance company. I chose systems management. It was 1985. There weren't many computers then, but the company needed someone to set up a new computer system.

I: Was that a network of PCs?

S: No, it was a mainframe and a network of terminals. They were connected by a modem and telephone line to the mainframe computer.

I: A mainframe computer?

S: Yes. A mainframe is a large powerful central computer used by the whole company. It was in the company's main office. All of the terminals connected to it from the various offices around the country. In the late 1980s, there was a big change. Companies started using PCs – personal computers. By the middle of the 1990s, most companies used PCs.

I: So the most important changes at the time were in hardware?

S: Hardware was important, but so was software.

I: Did the company give you software training?

S: Yes. I went on training courses in both hardware and software.

I: You mentioned the change from mainframe computers to PCs. What other changes have you seen in the past few years?

S: The biggest change has been the internet. Most of our business now is online.