

INDEX

A

- accomplishments, incorporating into cover letters, 97**
- advancing in IT**
 - continuing education opportunities, 26
 - performance-based, 25
- advice, requesting, 119**
- alternative avenues into IT, 118–119**
- aptitudes, identifying, 35–37**
- arrogance, avoiding, 66–67**
- articles, getting published, 208–210**
- assuming additional on-the-job projects, 175**
- attitude**
 - as factor for success, 176
 - effect on career, 61–62
 - myth of self-made man, 68
 - of ownership, 67–68
 - of personal value, 66–67
 - PMA, 61–63
 - taking personal inventory of, 71
 - toward coworkers, 65–66
 - toward employer, 63
 - toward management, 64
 - "us versus them" mentality, 64
- automation, 231**
- avoiding "us versus them" mentality, 64**

B

- benefits of consulting**
 - compensation, 203
 - exciting projects, 202
 - respect, 201
 - scheduling, 202
- Berner, Jeff, 187**
- brevity of effective resumes, 104**
- budgeting, 266–268**
- building professional contact list, 123–124**
 - introversion as hindrance to, 125
- business-first mentality, demonstrating to employer, 230**

C

- career path**
 - defining, 13
 - necessities determining
 - commute and travel time, 40*
 - future growth potential, 43–44*
 - insurance, 39*
 - pay, 38*
 - training, 39–40*
 - working conditions, 41–42*
 - selection criteria, skills, 44–45
 - versus jobs, 16
- cash flow, 269**
- categorizing technical skills, 87–88**

- changing employers, 174**
- characteristics of a mentor, 258–259**
- CIO (chief information officer), 115**
- communication, 73–74, 81**
 - listening, 81
 - verbal, 78
 - conversations, 78–79*
 - engaging in conversation, 126*
 - interviewing, 151–160*
 - presentations, 79–81*
 - written, 74–75
 - e-mail, 76*
 - paragraphs, writing, 76*
 - letters, writing, 75*
- comparing passive versus proactive job searching, 146–147**
- concentric view of COP, 245–246**
- concept-driven approach to learning, 89**
- conceptual knowledge, COP (Concept Over Process), 239–240**
 - concentric view of, 245–246
 - defining conceptual mindset, 242
 - developing proactive solution ideology, 247
 - mission statement, 248–249
 - objectives of, 240–242
 - project definition, 251–253
 - role of technology in, 243–245
 - understanding the industry, 249–250
 - workflow analysis, 251
- consulting, 199–200**
 - as career choice, 201
 - benefits of
 - compensation, 203*
 - exciting projects, 202*
 - respect, 201*
 - scheduling, 202*
 - pitfalls of
 - billing, 204–205*
 - compensation, 203*
 - ongoing marketing, 207–210*
 - periods of downtime, 205–206*
 - scheduling, 206*
 - taxes, 203–204*
 - resources, 210–212
- contacts (professional), sharing, 129**
- continuing education, 86**
 - avoiding trends, 89
 - learning core functions, 88
 - opportunities, 26
 - versus acquiring soft skills, 86
- contracts, employment agreements, 167–168**
- conversations, 78–79**
 - engaging in, 126
- COP (Concept Over Process), 234, 239–240**
 - concentric view of, 245–246
 - defining conceptual mindset, 242
 - developing proactive solution ideology, 247
 - mission statements, 248–249
 - objectives of, 240–242
 - process-driven mindset, moving to concept-driven, 245
 - project definition, 251–253
 - role of technology in, 243–245
 - understanding the industry, 249–250
 - workflow analysis, 251
- core functions, learning, 88**
- cover letters**
 - key features of
 - accomplishments, 97*
 - gratitude for opportunity, 96*
 - specifying your intentions, 97–98*
 - purpose of, 95–96
- coworkers, avoiding negative attitudes toward, 65–66**
- criticism, reacting to, 180–181**

D

- debt, 266**
- decisiveness, 234**
- defining**
 - careers, 13
 - conceptual mindset, 242
- developing**
 - nontechnology relationships, 117–118
 - proactive solution ideology, 247
- difficult personalities, reacting to, 179–181**
- diplomacy, answering difficult interview questions, 156–158**
- discipline, as requirement for telecommuters, 193**

E

- earning potential, maximizing**
 - employment agreements, 167–168
 - salary negotiations, 163–167
- e-mail, writing, 76**
- employers, changing, 174**
- employment agreements, 167**
 - assumptions, 168
 - deliverables, 168
- engaging in conversation, 126**
- entry-level positions**
 - experience dilemma, 23
 - salaries of, 27
- establishing clear expectations with employer, as telecommuter requirement, 193**
- experience**
 - documenting in resumes, 105
 - requirements for IT jobs, 21–23

F

- finances**
 - affect on career building, 263–264
 - budgeting, 266–268
 - debt, 266
- focusing on solutions, 90–91**

G

- Goldratt, Eliyahu, 248**
- gratitude, incorporating into cover letters, 96**
- guidelines for writing resumes, 106–107**

H-I

- identifying**
 - aptitudes, 35–37
 - interviewer styles, 153–154
- identifying audience for your resume, 102–103**
- IM services, telecommuting applications, 194**
- immediate versus short-term success, 6**
- indispensability**
 - demonstrating to employers, 229–232
 - decisiveness, 234*
 - willingness to take on responsibility, 232*
- industry correction of IT, 7**
- interviewing, 151–152**
 - answering difficult questions, 154–158
 - interviewer style, identifying, 153–154

post-interview tips, 159-160
practicing for, 154

introversion as hindrance to professional contact development, 125

IT field

alternative avenues into, 118-119
as career choice, 22-24
as source of distorted business views, 116
industry correction of, 7

J

job placement

job searching, 133-135

job search outline, 138-139
"need experience to get experience" dilemma, 113-114
seeking opportunity over position, 115
out-of-town searching, 147-148
passive job searching, 136, 140-142
proactive job searching, 142-146
versus passive searching, 146-147
when to begin, 135

jobs

outsourcing, 28-30
versus careers, 16

L

leadership, 216-217

learning concept-driven approach, 89

length of resumes, adjusting, 103

letters, writing, 75

listening skills, 81

lists, including in resumes, 104-105

LUCK (Laboring Under Correct Knowledge), 6

M

magazine articles, getting published, 208-210

maintaining a positive attitude, 176

maintaining professional contacts, 174-175

management, 215-216

avoiding negative attitudes toward, 64
leadership, 216-217
necessary skill sets
meeting skills, 218-220
team-building skills, 220-222
process management, 217-218
time management, 217-218

maximizing earning potential

employment agreements, 167
assumptions, 168
deliverables, 168
salary negotiations, 163-167

meeting skills, 218-220

mentoring, 257-258

and humility, 260
characteristics of a mentor, 258-259

mission statements, 248-249

money

as a tool, 265
impact of finances on career building, 263-264

myth of the self-made man, 68

N

necessities determining career path

- commute and travel time, 40
- future growth potential, 43–44
- insurance, 39
- pay, 38
- training, 39–40
- working conditions, 41–42

need for IT toolkit, 8–9

"need experience to get experience" dilemma, 113–114

- seeking opportunity over position, 115

nervousness, overcoming during interview, 151

networking

- building professional contact list, 123–124
 - introversion as hindrance to, 125*
- tracking professional contact list, 126–129

nonlinearity of careers, 16–17

nontechnology relationships, developing, 117–118

O

objectives of COP, 240–242

out-of-town job searching, 147–148

outsourcing, 28–30

ownership of job responsibilities, 67–68

P

paragraphs

- lack of ineffective resumes, 104
- writing, 76

passive job searching, 136, 140–142 versus proactive, 147

peer knowledge networks, 231–232

performance

- as criteria for advancement, 25
- skill assessment, questions to ask, 54–57

perks available to IT professionals, 27

personal accomplishments, incorporating into cover letters, 97

personality traits, introversion, 125

pitfalls of consulting

- billing, 204–205
- compensation, 203
- ongoing marketing, 207–210
- periods of downtime, 205–206
- scheduling, 206
- taxes, 203–204

PMA (positive mental attitude), 61–62

- maintaining, 176
- pitfalls of, 63

post-interview tips, 159–160

practicing for interviews, 154

presentations, 79– 81

pride as hindrance to working relationships, 182

proactive job searching, 142–146

- versus passive searching, 146–147

proactive work ethic, 229

process management, 217–218

process-driven mindset, moving to concept-driven, 245

professional contacts

- maintaining, 174–175
- sharing, 129

professional experience section of resumes, 105

professional networking

- building contact list, 123–124
 - introversion as hindrance to, 125*
- tracking contact list, 126–129

project management, COP, 239–240
concentric view of, 245–246
defining conceptual mindset, 242
developing proactive solution
ideology, 247
mission statement, 248–249
objectives of, 240–242
project definition, 251–253
role of technology in, 243–245
understanding the industry, 249–250
workflow analysis, 251

**project-based mindset as prerequisite
for telecommuting, 193**

publishing your articles, 208–210

purpose of cover letters, 95–96

purpose of resumes, 100–102

**pursuing alternate avenues into IT,
118–119**

R

reach and frequency, 119

reacting to criticism, 180–181

**reacting to difficult personalities,
179–180**

requesting advice, 119

**requirements for IT jobs, experience,
21–23**

resources for consultants, 210–212

resumes. *See also* cover letters
ideal length of, 103–104
identifying audience for, 102–103
lists, including, 104–105
professional experience section, 105
purpose of, 100–102
writing guidelines, 106–107

S

salary
negotiating, 163–167
setting reasonable expectations, 27

searching for a job, 133–135
job search outline, 138–139
out-of-town searching, 147–148
passive job searching, 136, 140–142
proactive job searching, 142–147
when to begin, 135

seeking opportunity over position, 115

segmentation of IT field, 24–25

self-assessment
dangers of, 52
performing, 51–54
questions to ask, 54–57

sharing professional contacts, 129

skill sets
assessing
dangers of, 52
performing, 51–54
questions to ask, 54–57
categorizing, 87–88
communication, 73–74
e-mail, 76
listening, 81
paragraphs, writing, 76
verbal, 78–81
writing letters, 75
written, 74–75
for management
meeting skills, 218–220
team-building skills, 220–222

soft skills
communication, 73–74
e-mail, 76
listening, 81
paragraphs, writing, 76
verbal, 78–81
written, 74–75

- conceptual knowledge, 239–240
 - COP*, 240–253
- transcendency of, 87
- versus technical skills, 86

solutions-based approach to technology, 90–91

specialty areas in IT, 24–25

specifying intentions in cover letters, 97–98

standardization, impact on technology, 230–231

T

team-building skills, 220–222

technical skills

- avoiding trends, 89
- categorizing, 87–88
- continuing education, 86
- importance of, 85–86
- learning core functions, 88

technology, 243–245

telecommuting, 187–188

- benefits to employee, 189
- benefits to employer, 189
- careers lending themselves to, 188
- concerns to employee, 190
- concerns to employer, 191
- developing project-based mindset, 193
- discipline, applying to work, 193
- establishing clear expectations with employer, 193
- resources, 195
- technologies used, 194
 - IM services*, 194
 - VPNs*, 194

time management, 217–218

tool-driven mindset, danger of, 15–16

tracking professional contact list, 126–129

traits of bosses, 178

transcendency of soft skills, 87

Tulgan, Bruce, 199, 215

U

under-management, 215

undertaking additional projects, 175

"us versus them" mentality, 64

user-level automation, 231

V

verbal communication, 78

- conversations, 78–79
- engaging in conversation, 126
- interviewing, 151–152
 - answering difficult questions*, 154–158
 - interviewer style, identifying*, 153–154
 - overcoming nervousness*, 151
 - post-interview tips*, 159–160
 - practicing for*, 154
- presentations, 79–81

volunteering for additional responsibilities, 175

VPNs, telecommuting applications, 194

W

Waitley, Denis, 6

working from home, 187–188

- benefits to employee, 189
- benefits to employer, 189
- careers lending themselves to, 188

- concerns to employee, 190
- concerns to employer, 191
- developing project-based mindset, 193
- discipline, applying to work, 193
- establishing clear expectations with employee, 193
- resources, 195
- technologies used, 194
- working with a difficult boss, 177–178**
 - modifying reactions to, 179–180
 - pride as hindrance to, 182
 - reacting to criticism, 180–181
- writing resumes, guidelines, 106–107**
- written communication, 74–76**