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## **The Reality of Working in Managed IT**

### **Subtitle**

*A self-reflection worksheet for aspiring IT professionals, MSP technicians, and anyone considering a career in managed IT.*

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### **Section 1**

#### **What Does IT Mean To You?**

Before reading further...

Write down what you think an IT professional does every day.

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### **Section 2**

#### **Reality Check**

After watching the video...

Which of these surprised you?

- ☐ IT isn't only fixing computers
- ☐ The amount of physical work
- ☐ Constant learning
- ☐ Working with people
- ☐ Business responsibility
- ☐ Documentation
- ☐ Backups & maintenance
- ☐ Communication
- ☐ Working after hours
- ☐ Something else



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### Section 3

#### Problem Solving

Think about a difficult problem you've solved.

How did you approach it?

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What did you learn?

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### Section 4

#### Skills Assessment

Rate yourself.

Communication

☐☐☐☐☐

Problem Solving

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Patience

☐☐☐☐☐

Documentation

☐☐☐☐☐

Networking Knowledge

☐☐☐☐☐

Microsoft 365

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Cybersecurity

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Time Management

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Continuous Learning

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## Section 5

### The Hidden Work

List five things an IT professional does that clients rarely see.

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_

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## Section 6

### Reflection

What's the biggest misconception people have about IT?

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## Section 7

### Your Journey

Where would you like to be in your IT career in:

**12 Months**

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**3 Years**

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**5 Years**

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## Section 8

### The Boat Analogy

Anthony compared working in managed IT to sailing a boat.

You'll always encounter waves.

Experience doesn't remove the waves...

It teaches you how to navigate them.

**What "waves" are you currently facing?**

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**How could today's challenges become tomorrow's experience?**

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### **Final Thoughts**

One sentence.

Complete it.

Working in managed IT is...

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### **Anthony's Challenge**

For the next seven days...

Pay attention to every piece of technology you interact with.

Your laptop.

Your Wi-Fi.

Your phone.

Security cameras.

Printers.

Cloud storage.

Email.

Ask yourself one simple question:

**"Who keeps this running?"**

Behind every reliable system is someone quietly solving problems before they become disasters.

Spend the week noticing the work you normally never see.