Links:

<https://www.youtube.com/watch?v=om8AygYdrto>

<https://www.youtube.com/watch?v=T1-r_feNNnw>

<https://www.youtube.com/watch?v=WGN4Y-fw2PM>

<https://www.youtube.com/watch?v=Tz07GjdoSeA>

<https://dfarq.homeip.net/what-does-an-it-professional-do/>

<https://www.dynamixsolutions.com/what-is-an-it-professional-and-what-does-one-do/>

<https://www.thebalancecareers.com/top-information-technology-it-soft-skills-2063781>

<https://www.careerbuilder.com/advice/what-does-the-it-department-actually-do>

<https://www.careers.govt.nz/jobs-database/it-and-telecommunications/information-technology/information-technology-manager/about-the-job>

<https://thinksaveretire.com/careers-information-technology-unfulfilling/>

**1. What kind of work is done by the IT professional?**

IT Professionals do a general range of work when they begin their Information Technology career, ranging from managing networking equipment such as printers, desktops, laptops, servers and such, to operating systems like Windows, Linux, Macs OS, or even different hardware within their work environment.

However, as they continue to work within the field of Information Technology, they begin to start ‘specializing’ in a specific field, adapting and becoming accustomed to a certain type of information technology in which they excel at.

The field of Information Technology does not only consist of one specific job or work that is done by all IT Professionals, but rather depends on what their work environment is like and what they enjoy or specialize in.

Although, a general list of what IT Professionals do general stem from testing, building, repairing/maintaining hardware and software associated with their respective computer systems.

**2. What kinds of people does the IT professional interact with? Are they other IT professionals? Clients? Investors? The general public?**

Information Technology professionals talk and communicate with a wide range of individuals depending on their position.

In majority of the fields in IT, workers generally interact with customers and their employers in order to explain the technical process in a clear and concise manner if order for the recipient to understand.

On other specific occasions however, IT professionals may have to interact with vendors to order upgrades for specific hardware or software, the company’s employee and employers to explain new and upcoming technologies in the coming year or how they work, etc.

As such, this wide range of interactions that an IT professional goes through is very reliant on their ability to communicate with another individuals in various circumstances is extremely important.

**3.** **Where does the IT professional spend most of their time?**

As a result of the different ranges of work IT Professionals do and how they specialize on a specific category, there is no one area of information technology that they would spend an overwhelmingly amount of time on as oppose to another category.

However, a common skill or action that is used time and time again in most IT jobs is communication.

IT professionals have to communicate time and time again to other individuals, within and outside their company or work environment.

As such, communication between various individuals is one of the main areas that IT professionals find themselves spending a majority of their time in aside from their chosen specialized area of Information Technology.

**4. What aspect of their position is most challenging?**

Various aspects of a position in Information Technology are challenging and grueling, depending on the individuals and their set of skills.

The main challenging parts of working in Information Technology are the individual’s ability to troubleshoot problems, their patience, and working hours.

Irregular issues with servers and systems are common within the IT industry, as such, workers and individuals that work in information technology are usually on call to ensure that when a server or system crashes or goes down, the individual is able to come in and resolve the issue as to not prolong the downtime of productivity within a company or business.

This irregular work schedule may take up an individual’s weekends or holidays where they would usually have a break from work as a result to the unpredictability of these crashes

In addition to these irregular work times, the individuals may have to spend an extended period of time searching for the specific issue as well as spending a similarly long period of time fixing and resolving the issue.

This type of challenge takes up many hours of the individuals time and they may not be able to rest for a while due to the urgency of this task.