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Profile:

My name is Christopher Crawford and I am currently working in a Level 2 support role. I was originally born in Durban South Africa and left when I was about 12 years old. My father is South African born and my mother was born in Northern England. Culturally I am a bit of mixed bag as I have lived in different places over the world. I have lived in South Africa, Australia, Denmark and Wales each place I have resided for at least 3 years.

I have studied both History and Sociology some years ago, here in Australia and Denmark. I speak Danish as a 2nd language and still struggling with English. Something interesting is that I enjoy tabletop gaming and just fantasy in general. I currently have 2 majors for the degree I am doing which are IT and History.

What is your interest in IT?

My start in IT was fairly out of the blue as I never had interest in IT at any stage of my life. Until I started working in the customer service side of an Internet Service Provider in the UK. I spent some time with the technical support team and found that I took an immediate interest. From that point I tried to join the technical support team and eventually got the job which was now 3 years ago. My interest in IT is perhaps the logic of technology and how it is put together or broken down. My continuous education and career growth in IT just further ingrain my interests in IT.

Outline your IT experience.

I initially started in a Level 1 technical support role for an ISP which provided very basic home support. To further my career, I sat the CompTIA Network+ and this allowed me to join the Network Operations Centre as Service Desk Analyst. This role was basic Network Administration and providing both Level 1 and 2 support to the ISP's on the carrier Network. I then moved back home to Australia and have done varied Level 1 and 2 Service Desk role until recently where I have predominately pure Level 2 support for Corporate environments.

Why did you choose to come to RMIT?

I initially picked up 2 subjects which happened to be Introduction to Programming and Basic concepts of Databases. Both these subjects were RMIT subjects and I passed both in my first semester. From there I enrolled full-time into RMIT because I enjoyed the first 2 subjects. As a part of my degree, I am also doing a major in History which I completed 2 subjects last semester. I am undertaking my 3rd semester and thoroughly enjoying the experience.

What do you expect to learn during your studies?

I am specifically looking to get a better understanding in programming and Systems administration. I have very little knowledge with both these areas, and I am looking to get a very good understanding of these subjects to help improve my career.

Ideal Job:

<https://www.seek.com.au/job/38586489?searchrequesttoken=fcbc84a3-13bc-4997-809d-3cca8a5f3b5b&type=standout>

Network & Systems Administrator - 6 months fixed term

Sharp Corporation

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6 months Fixed-Term Contract

Be an integral part of Sharp Corporation's digital future. Sharp leads the pack in creating breakthrough electronic products that enhance the home and office experience. Sharp has the resources to create an exciting technological future and offers a rewarding and supportive working environment to every employee.

We are currently seeking an experienced Network & Systems Administrator to join our small yet dynamic IT team on a 6 months fixed term basis. Reporting to the IT Manager, the primary objective of this role is to maintain our system infrastructure, including switches, routers & firewalls, testing computer equipment, backing up databases, installing and updating malware software, installing and rebuilding existing servers as well as other processes.

Key Responsibilities Include:

- Maintain, upgrade and provide support for clients software, hardware, and networks
- Work closely with Senior Systems Administrator & MIS Manager to determine future network needs and plan for network changes
- Develop methods and tools to be used to test and implement new LAN/WAN equipment
- Create projects that are designed to either add functionality required by the company or to address ongoing network failure issues
- Engage in regular network troubleshooting activities and resolve network connectivity issues
- Analyse the current network structure and submit quarterly comprehensive reports to MIS Manager on how to make the network more efficient
- 2nd Level support for Desktop support
- Documentation on projects and procedures, Network diagram etc Make a proposal
- Maintain current Web site – Web page, SQL logic, .Net interface with SAP

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- A description (in your own words) of the position, and particularly what makes this position appealing to you.
- System/Network Administrator is both support and change role. The role includes support for software, hardware and network. The support side is very technical because usually Sys/Network Admin tends to be the highest level of support within IT operations. The support element is very interesting because it gives insight into the functionality of hardware, software and networking. The change and problem management side might give me a chance to use my future development skills. Such as writing scripts for System/Network changes or development of software to help with the day-to-day running of IT operations. It is an ideal position because I can be apart of the engine room of the IT department and in this position, it gives me a chance to learn about every element within that IT infrastructure.

- A description (in your own words) of the skills, qualifications and experience required for the position.

There are quite few requirements for a System/Network Administrator. Qualifications required I would say would be a degree in IT/Computer Science specifically focusing on Networking/System Administration and development. There are also other qualifications such as CCNA, MCSCE, and perhaps some server qualifications. There are several skills I believe that are essential for System/Network Administration. Understanding what the business wants from IT operations, good interpersonal skills as you will be dealing with a lot of different people on a daily basis, willingness to learn in an everchanging environment, and a cool head due to the pressures of the job. Experience is dependent on the individual, and I personally believe is to start off in a Level 1 position then moving onto a Level 2 position. Both positions will give some insight into the System/Network Administrator position. Getting a good understanding of the roles and then perhaps moving into a junior operational role would be the next step.

- A description (in your own words) of the skills, qualifications and experience you currently have.

Qualifications I have attained the CompTIA Network+ and I am currently studying towards an IT degree (RMIT). I will also attempt a CCNA and MCSCE in the future. I believe I have the right skillset now to undertake the System/Network Administrator role, I am just lacking in qualifications and experience. I am currently in a Level 2 support/change role which is the right step for the System/Network Administrator position. I have only been in this role for a short-time and will need to continue for a while to gain level 2 experience. My next career move will move into a junior operations role.

- A plan describing how you will obtain the skills, qualifications and experience required for the position, building on those you have now. This need not be greatly detailed, (and will probably change significantly over time anyway) but try to be as specific as you can.

My plan has been over the last year to move into a complete Level 2 position to which I have. I am hoping this position will give me the technical knowledge in software, hardware and networking to bring to System/Network Administrator position. Studying has always been a part of the plan and therefore I am studying at RMIT. My plan at least over the next 2 years is to focus on programming and networking subjects to help gain the System/Network Administrator position. The programming side is mainly for scripting for problems and change management. Networking as it is important to understand the functionality of an organization's Network structure. Regarding my career and to progress into the System/Network Administrator position, I will speak to my employer and what steps I need to take to get this position within the company. I will also attempt to speak to the Operations team and shadow them when I can to get insight into their everyday operations. In terms of timeline, I would like to be in this System/Network Administrator position in about 2 years' time which is about the same time I finish my degree.

Personality Test:

YOUR PERSONALITY TYPE IS: DEFENDER (ISFJ-A)



We are born not just for ourselves.

MIND

This trait determines how we interact with our environment.



ENERGY

This trait shows where we direct our mental energy.



NATURE

This trait determines how we make decisions and cope with emotions.



TACTICS

This trait reflects our approach to work, planning and decision-making.

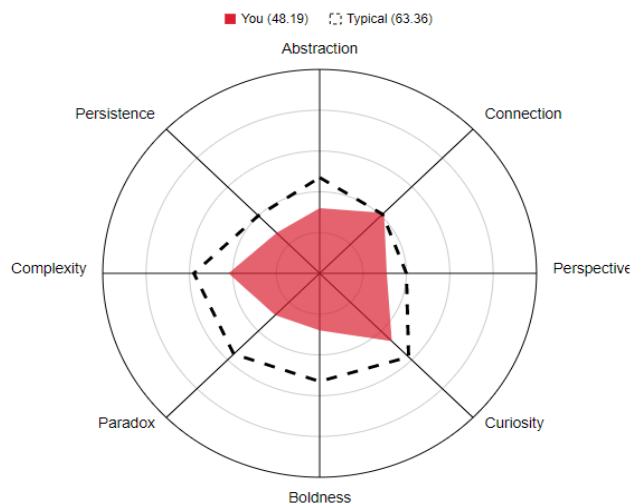


IDENTITY

This trait underpins all others, showing how confident we are in our abilities and decisions.



Your creativity score is **48.19**



Explanation of different metrics

- Abstraction** The ability to abstract concepts from ideas
- Connection** The ability to make connections between things that don't initially have an apparent connection
- Perspective** The ability to shift ones perspective on a situation - in terms of space and time, and other people
- Curiosity** The desire to change or improve things that everyone else accepts as the norm
- Boldness** The confidence to push boundaries beyond accepted conventions. Also the ability to eliminate fear of what others think of you
- Paradox** The ability to simultaneously accept and work with statements that are contradictory
- Complexity** The ability to carry large quantities of information and be able to manipulate and manage the relationships between such information
- Persistence** The ability to force oneself to keep trying to derive more and stronger solutions even when good ones have already been generated

What's Your Learning Style? The Results

Your Scores:

[▶ Printer Friendly Version](#)

- Auditory: 25%
- Visual: 50%
- Tactile: 25%

You are a **Visual** learner! Check out the information below, or [view all of the learning styles](#).

Visual

If you are a visual learner, you learn by reading or seeing pictures. You understand and remember things by sight. You can picture what you are learning in your head, and you learn best by using methods that are primarily visual. You like to see what you are learning.

As a visual learner, you are usually neat and clean. You often close your eyes to visualize or remember something, and you will find something to watch if you become bored. You may have difficulty with spoken directions and may be easily distracted by sounds. You are attracted to color and to spoken language (like stories) that is rich in imagery.

Here are some things that visual learners like you can do to learn better:

- Sit near the front of the classroom. (It won't mean you're the teacher's pet!)
 - Have your eyesight checked on a regular basis.
 - Use flashcards to learn new words.
 - Try to visualize things that you hear or things that are read to you.
 - Write down key words, ideas, or instructions.
 - Draw pictures to help explain new concepts and then explain the pictures.
 - Color code things.
 - Avoid distractions during study times.
- What do the results of these tests mean for you?

The results are not a huge surprise to me as I am aware of my personality type and perhaps my lack of creativity. The results have re-enforced what my strengths and weakness are in my career and life. I suppose the test results have given me an opportunity to further strengthen my good points and work on my weak points.

- How do you think these results may influence your behaviour in a team?

I think presenting my results to my team members will reveal my strengths and weakness, and how they can be used within the team. Perhaps my lack of creativity may initially put my team at a disadvantage, but I would say I am pragmatic. Therefore, any practical roles within the team I would fill and do well. With this example in mind the results are a good way to define roles for a team who is not familiar with the new members. Once the team has a better understanding of each other and their roles it may then change the dynamic of the team.

- How should you take this into account when forming a team?

The results could be a good way to establish early roles in the team if the members are not familiar with each other. The test results give preliminary strengths and weakness which can be applied to different areas of the project. I think the results should not cement roles in the team, but just used as a guideline for the start-up process.

Project Idea:

Overview – The project idea is to have a business technical support application for non-IT staff or clients. The idea would be that the client would come across an issue and is unsure on how to deal with the issue. The user would then enter the issue in the application which

would have a database of 'common issues'. The application would then go through a user-friendly interactive troubleshooting session to which the user would hopefully resolve the issue with the help of the application. If the application was not able to help resolve the issue it would then raise a ticket to IT services.

Motivation – From the beginning of my career, I have been involved in IT support. I have done varied levels of support, but there has always been a common theme of frustration for the end-user. Whether that has been over the frustration of the technology breaking or the process of support itself. From experience most issues are very simple to fix, and I am sure if the end-user had the knowledge, they would do it themselves because it is a much easier process. Using my support application, the end-user would go through their own troubleshooting and gain knowledge for future issues. Saving the end-user time as well the IT department.

Description – As this is still at the idea phase of the application, I think the first thing is to perhaps present this idea to my target audiences. I would first present this to a business and the IT department to get feedback on the idea. If the feedback was good, I would take the idea to a small sample group of business clients. If the feedback was good and happy to proceed the next step would be the process of starting the application.

The next step would be to design the application and perhaps get an idea of the timeline for the process of the development of the application. As I have only completed 1 programming subject, I am very new to the development process and unsure what the exact process for design would be. However, the design I would like is for the application to be very interactive, example: The user has an email issue and enters the issue into the support application. The application will then recognize issue and go through the troubleshooting stage. I am hoping in the troubleshooting stage that I have videos or pictures that will go through the troubleshooting as a visual aid. As I want the experience for the user to be a nice easy process, I would like a simple interface and easy to navigate.

The actual development of the application, I am hoping this would be done by me when I have learned how to program through RMIT. Unsure what programming language to use as I have only used Java. However, Java seems to be used across a lot of platforms and could be an option, python or C++ could be used as well as all 3 are OOP languages. The creation of the database would be the next step and to link in to the application. The database would need to be extensive because there are multiple simple issues. The creation of the database would need to be consulted with an expert as I have no experience in the creation of databases. Once the database and the application have been completed, they will need to go through a testing phase. Once the testing phase is completed and any issues have been ironed out the application will be deployed. I just want to note this is very much in the idea phase and has many flaws now. This project will take time especially with my inexperience with programming and databases. Consulting with more experienced individuals and further research will give me a clearer goal with my project idea.

Tools and Technologies – There are number of tools that can be used for the support application. The first would be obviously pitching the application idea to the business and clients. Tools such as PowerPoint for the presentation and the Office 365 suite for the documentation for the project. If Java programming language is going to be used, you will need to use a JDK and software like Eclipse. You will need software to create a database which there is software out there. Unsure what tools will be needed to connect the database to the Application. These are the current tools I can associate to the project.

Skills - As this a self-driven project now, as I am not sure what requirements need to go into the project. However, I will need programming skills to develop this application or at least have people onboard who can develop this application. The same issue with the database is that I have such little experience or skills in this area but hope to develop. The feasibility of me gaining these skills in a short-period is not very realistic, but it is long-term project for me which coincides well with my degree at RMIT. Consulting with other developers or even bringing developers onto the project may narrow the skill shortage.

Outcome – The project success for me is if it be implemented in a business environment that I would be working in. Success would be a drop in simple tickets especially in the Service Desk and this would give opportunities to resolve more complex tickets. I think the end-users taking a survey with the experience of support application is an indication where my project success is as well. If the client is not happy with application, then my project would not last very long. I am hoping that the project will make the end-user experience a lot quicker and self-reliant. Further to this it will also give the business and the IT department to focus on other areas which tend to more complex.

References:

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