Interview with an IT Professional

**What do you do for work?**

Applications analyst

I support a whole range of different software products, the main system is share-point which is a document collaboration tool. Which companies can use to collaborate on documents, similar to next could. I support the program and help with development, might need a custom solution for a specific task for a customer. Will work with the customer, develop a customer application. Will check to see if it works on the system and see if it works and then test it on the system.

**What type of tasks to you complete each day?**

We work on a rotation, we have a job log where our clients will raise tickets, you’ll check the queue and assign some tickets to yourself. You’ll work through those tickets and lease with the customers.

If not on call stack then we do some project work, this might include updating servers, or other tasks that are directly related to servicing the clients. Maintenance and software upgrades etc. At the moment we are upgrading to a newer version of share point so we are going through doing an analysis against the current share-point system to see what we need to change to make it compatible with the new version.

**How did you get into your position?**

I had been involved in a defence project which was related to share-point, I was deployed overseas to support share-point. I ended up working with the company that was helping support that system, now I work directly for that company which contracts support to the defence force.

**What kind of people do you interact with? Clients, customers etc**

I work with all stake-holders, we have a meeting each day with my peers and workout the direction for each day. We will talk with the product owner and work with the talk to the team that uses the share-point software. I may have to deal with Microsoft or other vendors of software that we use.

**Where do you spend most of your time?**

I work from home and log into a system using a VPN that allows me to work as though I’m at the office. My role is support so everything can be done from the laptop provided by the company.

**What aspect of your position do you find most challenging?**

Probably dealing with old products that are no longer actively developed by vendors. We may have some old software that is still needed for a business function but its no longer actively developed so it becomes difficult if we ever need to troubleshoot it or integrate it to new hardware and software. In some cases, we may even need to investigate the code and try patch things ourselves to create a custom solution. The software may have been discontinued, or the company has paid a lot of money for it and they aren’t ready to upgrade it. This can happen as soon as 4 or 5 years, so it can become a common problem.

**Would you change your career path if you could or are you happy with where you are?**

I would have always liked to move more in to a software development path. My career has taken me to a point where its more software support than development. Having said that I am happy with where I am as I still get to work with some development. I have learnt where my strengths are taking this path though, I’ve learned that I can pick up new products and software packages very quickly.

My latest role I’ve taken as a stack technology consultant, allows me to look at an entire system of software as opposed to specific software and these are skills, I’ve refined over my career so far. I wouldn’t really change anything, but I’ve learned where I want to slowly move my career over time.

**Do you do anything outside of your daily job to further your skills into your chosen career path?**

One thing I’ve done is setup a lab using enterprise grade gear. I use this to learn the hardware we use at my job, I also setup virtual environments to install software and test out functions and modifications before implementing them at work.

As a side project with this hardware, to practice skills in other areas that aren’t related to my job such as other programming tasks and gaming servers.