Interview with IT professional.

Interview conducted 1st October 2019 with IT Professional (Darren).

What type of work is done by the IT professional?

The type of work that is done by Darren consists of, installation of computer hardware, software and maintenance. When possible, with most of the software installation and updating this is completed remotely to try to minimise site visits. He is also involved in network and telephone patching as well as backup support.

What kind of people does the IT professional interact with?

The people Darren interacts with are various stakeholders ranging from the administration staff to managers, but most of the interactions are with other IT professional colleagues that are within his team, including the local area IT manager with most of the interaction consisting of knowledge base sharing.

Every now and again Darren will complete a site visit and have a formal one to one interaction with the client but where possible this is done by either a telephone conversation, email, Skype or remote connections with their computer.

Where does the IT professional spend most of their time?

Darren spends most of his time within the IT department office, as the majority of his workload can be completed via remote access to his client's hardware were, he is able to correct most of the client's issues.

What aspect of their position is the most challenging?

Darren finds the most challenging part of the job is with coordination with other IT teams. Were he is having to coordinate and complete a job request from other IT teams only to find out that the other IT teams may have not completed their part of the assigned job within the allotted time.