**Interview an IT professional**

Mr Arash Karimi is a senior technical officer from eHealth, Metro North Digital Partnership, Queensland Health. Mr Karimi’s place of employment is located at the Citilink Building, Campbell Street, Bowen Hills QLD 4006.

Mr Karimi has been employed by Queensland Health for three years as a permanent employee, initially to assist with the deployment of Windows 07 as a technology officer, within the hospital and health services within the Queensland sites.   
  
Mr Karimi was originally from Tehran, which is the capital of Iran. Mr Karimi speaks fluent in Persian and English, which has assisted Mr Karimi to transition with ease when he immigrated to Australia.

With a bachelor's degree in Engineering, Mr Karimi has had plenty of success with attaining IT related work experience in Iran and in Australia.

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

As senior technical officer, Mr Karimi's job description is to provide operational support, on site and remotely to Queensland Health sites. Mr Karimi's daily tasks are as follows:

* Technical knowledge and experience in management, auditing, configuration, monitoring and implementation of ICT environments
* Deliver high quality ICT support to clients with an emphasis on managing and prioritising tasks
* Identify and resolve ICT related problems within defined Service Level Agreements
* Demonstrate interpersonal skills and personal qualities to develop good working relationships and enhance the provision of quality client service in a team environment
* Sound oral and written communication skills to assist with the creation and maintenance of system documentation and work instructions
* Provide operational support, on site and remote to Queensland Health sites
* Configure, install, monitor, support and manage ICT environments by applying technical expertise

**What kind of people does the IT professional interact with?**

On a normal work day, Mr Karimi interacts with medical staff and their patients within the hospital health service sites, internal stakeholders and senior management. Mr Karimi must provide a timely support to all his clients, ensuring that Mr Karimi is also providing excellent customer service while investigating IT related issues.

**Are they IT professionals? Clients? Investors? The general public?**

The general public does play a part in Mr Karimi's daily interaction in his IT role; however, patient care is his number one priority. During the time that I interviewed Mr Karimi, he was contacted by other IT professional such as his project manager, Faraz Junaidi, who was querying on another project that Mr Karimi was involved in earlier that day, to attain some details regarding a replacement of a Queensland Health asset. Mr Karimi’s IT role is reactive, which means he is always on the go, collaborating with his team to resolve issues in a timely manner, offering quick fixes and at the same time, managing his own time to capture the information of issues that are outstanding.

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

While developing and maintaining IT solutions, Mr Karimi spend most of his time at Royal Brisbane Women's Hospital, where currently, he oversees replacing Qld Health smart devices such as laptops, Workstation on Wheels (WoW) and desktop computers. To start his day, Mr Karimi will first arrive at his desk, log into his computer, check any outstanding issues via an ICT ticketing system called, Service Now, or in short, SNOW. Service Now will determine how busy Mr Karimi will be every day as the issues that have been logged are from various end users from Metro North Hospital Health Service. Mr Karimi will act on the issues straight away, issues that have not been resolved and plan his day around to resolving as many IT issues as he can. Mr Karimi will manage his time, liaise with other IT teams and his team to collaborate who Mr Karimi can identify to assist him with the pending work load each day.

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

As English is Mr Karimi’s second language, communicating with non-technical end users such as nurses, doctors and administration staff can be challenging. To be able to express the IT related issues at hand, to explain them in the easiest way can be tedious. Mr Karimi is also a very technical minded individual, sometimes forgetting that he must explain an issue three or four times to someone else who is not very technical can be a challenge. A nurse or a doctor can have no interest in any IT related issue, but otherwise they must be able to explain what the issues are to Mr Karimi. With the years of IT background experience, Mr Karimi has been able to determine the cause of most IT related issues, fix them and report back to his team to educate them. As my interview with Mr Karimi was nearing, Mr Karimi’s mobile device had been silently vibrating. There were at least twenty notifications of IT related issues that needed attention, various missed phone calls and voicemail messages. Mr Karimi is a busy man, but he enjoys the busy that will make the day go quick.