



IT Internship at the Community Health Center of the North Country

Report #3

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CITA 480

State University of New York at Canton

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Randy Alexander:

Danielle Lastname:

Interviews:

Randy Alexander:

1. **Job Title:** System Administrator
2. **How long has this person held the position?**
3. **How long has this person been with the organization?**

2 years and 1 month.

2 years 1 month

Follow up Question: How long do you expect to be with this organization?

Forever.

4. **List work experiences of this person other than with this organization.**

IT manager at Whiteface Lodge
PCA Support in Hudson Valley
HelpDesk at SUNY Canton

Follow up Question: Did you enjoy your previous positions more or less?

About the same. Different experiences.

5. Briefly describe this person's present duties and/or responsibilities.

Monitor servers & Networks at all sites

6. Since being employed by this organization, what different positions has this person held? (List the positions and briefly describe the responsibilities associated with each).

No.

7. Briefly describe the educational background of this person (college degrees, major, vocational education, continuing education, in-service education and/or related additional training).

B.Tech in Info Tech from SUNY Canton

8. Did this preparation prepare or greatly assist this person in their initial position. If not, what would have assisted in their preparation?

Helped with the basics of the job.

9. What does this person consider to be the three most important criteria for advancement by the organization or department administration? (Please list these criteria in rank order - 1,2,3).

1. System Stability
2. System Security
3. System Reliability

10. What kind of experience other than work experience does this person feel contributed to his/her career?

Collaborating outside of the workforce.

11. If this person could start over, would he/she choose this same career? Why or why not?

Yes, Still likes the working in the ever changing field.

12. What aspects of his/her present position does this person find most rewarding? Why?

Positive feedback from clients because that's how you know everything is working properly.

13. What aspects of his/her present position does this person find least rewarding? Why?

Working with 3rd party vendors. ECW is a pain.

14. Does this person feel that this particular position has a high stress factor due to the nature of the job? If yes, what are the base reasons for this stress or what situations create the most stress in the workplace?

No.

15. If this person feels that stress is a serious problem in his/her position, is there a service or employee assistance program available to the employee? (If yes, describe the program).

Talk to HR.

16. In the view of this person, what other problems occur in this type of employment?

When systems go down many people are upset at the IT person whether or not it is their fault.

17. What are your general impressions of this interview? Was the interview an honest, open communication or was it guarded or rigid? How could you have improved the interview?

It was honest and Enjoyable.

Danielle Lynardakis:

1. Job Title: IT Support Specialist

2. How long has this person held the position?

1.5 Years

3. How long has this person been with the organization?

1.5 Years

Follow up Question: How long do you expect to be with this organization?

Less than a year going forward.

4. List work experiences of this person other than with this organization.

5. Briefly describe this person's present duties and/or responsibilities.

- Taking care of IT tickets as issues arise.
- Training other staff members on troubleshooting and diagnosing problems.
- Writing training manuals for new and updated software and hardware.
- Providing technical assistance for questions and problems.

6. Since being employed by this organization, what different positions has this person held? (List the positions and briefly describe the responsibilities associated with each).

None.

7. Briefly describe the educational background of this person (college degrees, major, vocational education, continuing education, in-service education and/or related additional training).

Has obtained several A+ certificates related to Information Technology.

8. Did this preparation prepare or greatly assist this person in their initial position. If not, what would have assisted in their preparation?

Yes, she spoke highly of certifications and online programs.

9. What does this person consider to be the three most important criteria for advancement by the organization or department administration? (Please list these criteria in rank order - 1,2,3).

1. Establishing a good working relationship with clients

2. Meeting deadlines
3. Working with management to improve the organization.

10. What kind of experience other than work experience does this person feel contributed to his/her career?

Completing online certifications and programs.

11. If this person could start over, would he/she choose this same career? Why or why not?

No, she often does not appreciate the way she is treated by management and her clients.

12. What aspects of his/her present position does this person find most rewarding? Why?

Helping people and building relationships with coworkers/clients.

13. What aspects of his/her present position does this person find least rewarding? Why?

She feels that she is often disrespected (both intentionally and unintentionally) by management and her clients. In her own words her supervisors treat her like a “peon”.

14. Does this person feel that this particular position has a high stress factor due to the nature of the job? If yes, what are the base reasons for this stress or what situations create the most stress in the workplace?

Yes, this stress is mainly brought on by unrealistic expectations of others and a general lack of understanding. Clients (especially Doctors) expect things to work 100% of the time and very quickly lose patience. There is also very little perceived recognition when the job is done well.

15. If this person feels that stress is a serious problem in his/her position, is there a service or employee assistance program available to the employee? (If yes, describe the program).

There is no program outside of the HR department.

16. In the view of this person, what other problems occur in this type of employment?

Deadlines cannot always be met, budgeting concerns, and typical workplace drama.

17. What are your general impressions of this interview? Was the interview an honest, open communication or was it guarded or rigid? How could you have improved the interview?

The interview was very comprehensive though it could be improved by including more field specific questions.