**IT Work**

For this section group 59 interviewed an IT professional and asked them a series of questions. The name of the professional is Edward James Watkins and he worked at green technology management.

The questions and resulting answers are as follows:

1. What kind of work is done by the IT professional?

Edward was a service delivery manager at green technology management (absorbed by TESAM).His job had stuff to do with managing services which is installation and de installation services for large scale corporate and government entities (eg you are a corporation of 6000 if u want to upgrade a fleet of pc how would u do it? hire an external contractor) so Edward would be contracted to do that. There were many concerns, and he would need to work with clients and project team and plan a schedule and break the role down into a series of stages resulting in a need to look at stock control for incoming and outgoing pc’s, the pcs would then need to be built and so on.

1. What kinds of people does he interact with?

Edward would need to interact with the clients project team and he would have to answer to client’s management (sometimes), need to speak to clients tech support and also need to converse with clients end user, speak with the management at green tech, deal with potentially other contractors to book and schedule them, freight companies

1. Where does the IT professional spend most of their time?

Office 70%, configuration centre 10%, 10% cite, home 5%, travel 5%

1. What aspects of their position is most challenging?

Managing personalities, basically solving problems and “putting out fire”. Stresses and time pressure are great contributors as well as people wanting things and setting expectations for others to maintain a good work ethic for himself and others.