<https://www.youtube.com/watch?v=om8AygYdrto>

Day to Day Work Life in Information Technology - What do I do?

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

They have a ticketing system and that is service dusk.

He checks this tickets on this ticketing system and answers the phones constantly by short telephones with little headsets. He needs to go around to their clinic and their general facility. He also creates user account and email accounts manage users through that.

1. **What kinds of people does the IT professional interact with? Are they other IT professionals? Clients? Investors? The general public?**

He interacts with clients, he creates user account and email accounts for his clients.

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

He spends most of his time on active directory.

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

A lot of putting out fires in his current position. His takes vary every day, he cannot expect one thing that happened.

<https://www.youtube.com/watch?v=hFhuMGanjT8>

IT Manager - A day in the life

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

As an IT manager, his typical day involves getting involved in activities that any of my staff are involved in. He does things like one on one meeting with staff for performance reviews, video conferences, phone conversations with his customer or staff.

1. **What kinds of people does the IT professional interact with? Are they other IT professionals? Clients? Investors? The general public?**

He works with other IT professionals, clients and investors. From projects, he works with project managers, business managers.

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

He has freedom to choose when he does his job. He spends most of his time on conversations with his staff to help them success in their roles.

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

He needs to have very lot of conversations with customers, staff and business manager, he has to tried to make everyone feel satisfaction.

<https://www.youtube.com/watch?v=RYdmWa-i7Gs>

IT Support Technician - A day in the life

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

His job consists of him responding to technical queries raised by their customer. Sometimes, it is updating software application releases, new website releases that we have for their customers.

1. **What kinds of people does the IT professional interact with? Are they other IT professionals? Clients? Investors? The general public?**

He interacts with clients, he works for their client’s requirements

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

Sometimes he works from home. It depends on whether it is scheduled after hours work. He spends his time on fixing issues.

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

His position requires him to know a little bit of everything.

<https://www.youtube.com/watch?v=vt79JcPfZQA>

Day in the Life: Software Engineer

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

She works on code and program things for computer. In her company, she works as a website developer.

1. **What kinds of people does the IT professional interact with? Are they other IT professionals? Clients? Investors? The general public?**

She interacts with other IT professionals, they worked together.

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

She spends most of her time on communicating a solution for a problem and coding.

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

Her position is full of men, and as a girl she afraid to act grily in the office.

<https://www.youtube.com/watch?v=Rt3rLVJTTAw>

A Day in the life of IT Specialist

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

He is a reliability specialist which basically means that he would support all of in-house written system.

1. **What kinds of people does the IT professional interact with? Are they other IT professionals? Clients? Investors? The general public?**

He interacts with his team, other IT professional to solve problems.

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

He works on cases that he has and then he solves problems and he does some enhancements sometimes, but mainly he solves problems

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

In his position, he does not know what will going to happen and everyday is different.