

IT Industries

Interview One

Undefining information

Male aged above fifty years of age. They studied in computer science. They have been continually working in the Information Technology industry since the late 1980's in various roles. Began IT career as a Software Developer, continue their career as a Consultant. Consulting on areas such as information builders, IT systems, pre/post sales, Infrastructure support, Information management, technical specialist. Current position is a Senior Solutions Architect. He has mainly worked in Australia but has had some oversea placements. Is based in Melbourne, prior to Co-vid 19 travel bans travelled oversea regularity.

1. Please tell about your IT work. What exactly do you do?

I work for a SAAS vendor New Relic. www.newrelic.com
My primary role is in services to help our customers get the most out of their investment in New Relic.

2. Please tell us about the industry you work in.

New Relic is a leader in the observability market. We observe systems. Through this observation we monitor Applications, Servers, Cloud Services, Browser Applications and Mobile applications. We help customers understand issues in their platforms. For example;

- Why is my website slow ?
- How long does an ecommerce transaction take to execute ?
- Why is my application throwing a lot errors ?
- How much traffic have we had today through our platform ?
- Why is my Mobile app crashing ?

3. What other kinds of work do you have to do ?

- training sessions for customers.
- Collaboration– talking with my colleagues to work through issues both internal and external.

4. Who are all the different people you interact with in your work? Please give information about them.

I spend time talking with to

- Application Developers - people who write and test code.
- Operations Managers - people responsible for keeping systems going and resolving issues.
- Business product owners - the people with overall responsibility for a system - eg a website or the payment component of an ecommerce system.
- New Relic staff - we have staff all around the world and I frequently speak with them.

5. Please tell about your interaction with other IT professionals?

These are many and varied. I speak with my colleagues daily either over the phone or over Slack. We talk about issues we have and share our latest experiences for the everyone's benefit.

6. What about your interactions with clients or investors?

My interactions with customers are almost exclusively concerned with making sure they get the most out of New Relic. How to use its features effectively for example.

7. What aspects of your work do you spend most time on? Please tell me about this.

I spend most of my time working on problems. Some of my customers have very challenging problems that we have to help them solve. This may be building a Dashboard with complex queries, or creating an alert that sends alarms to people when issues are detected.

8. Which aspects of your work do you find most challenging?

Keeping up to date with new & emerging technologies. Getting time in peoples busy diaries.

9. Finally, can you share an example of the work you do that best captures the essence of the IT industry?

The IT industry has been around for decades. It's 'essence' today is the same as it always has been - driving efficiency through digitization. I recent example of my work was supporting the creation of a COVID check-in app. A paper-based COVID registration would be an untenable unproductive process, due to the number of registrations and the data capture required. Digitizing the check-in process is really the only option. I worked on the monitoring of that app and the systems it was talking to. The customer could see the number of COVID check-ins per minute and how long each check-in took and diagnose any issues.

Interview Two

Undefining information

Male aged in mid 50's. Has worked in the IT since the late 1988's. Graduated from Monash University with a bachelor of computing and communications. Has spent over 30 years helping organisations to be early adopters of new technologies to achieve effective business outcomes. He began his work as a project and system Engineer in the development of UHF/VHF/Microwave radio technologies and control systems for a telecommunication company. This then led into Design and Planning management in security of data and voice networking infrastructure. Between the late 1990's and 2010 he worked in various roles managing, marketing and sales in a growth development of data networking. Since around 2010 he has worked in the Cloud IT field, managing, securing and expanding business' cloud networks.

1. Please tell about your IT work. What exactly do you do?

It's different every day and different through my career. Mostly it involves using new technology to help companies be more effective in their business – whatever their business is. Right now I manage a team of architects and lead the company strategy on how to adopt cloud computing to support their business applications.

2. Please tell us about the industry you work in.

Banking and Finance – Cloud Architecture

3. What other kinds of work do you have to do ?

Apart from working with technology I manage people. I help set their performance goals, help them solve problems, and help them to develop themselves and learn new skills all the time

**4. Who are all the different people you interact with in your work?
Please give information about them.**

I deal with everyone from the most senior executives in the company to junior staff/interns and suppliers. In other roles I have also supported customers directly.

5. Please tell about your interaction with other IT professionals?

I deal with teams doing design, engineering and operations. We all need to work together to solve problems.

6. What about your interactions with clients or investors?

I have done that in the past but not in this role.

7. What aspects of your work do you spend most time on? Please tell me about this.

Solving problems. When working with new technology, there is a lot of research to be done, but also taking time to understand the business issues and making sure we are going to get the right outcomes from our work.

8. Which aspects of your work do you find most challenging?

Needing to spend a lot of time making sure everyone understands the strategy and what their role is. Sometimes that slows down progress.

9. Finally, can you share an example of the work you do that best captures the essence of the IT industry?

At the moment, a lot of companies are moving their applications to be cloud hosted. My team is ensuring that my company does it the right way, and that people are learning and growing their knowledge of how to do that effectively.

Interview 3

Undefining information

Male aged above 30 years of age. They studied in Information Technology. They have been continually working in the Information Technology industry since leaving school. Is the sole IT employee in a medium construction. They are responsible for purchasing all technology, managing networks and security. The company can have up to 20 sites operating at one time, in various states around the country.

1. Please tell us about the industry you work in.

I work in IT for a construction company. Here's a great article that I would agree with generally: <https://www.jobs.net/article/cb-214-talent-network-it-the-it-department-what-they-do-vs-what-everyone-thinks-they-do/>

2. What other kinds of work do you have to do ?

I Also take care of any Special Projects that the Managing Director may require that might have a technical requirement some of these include:

- Security
- Facilities
- Induction of new employees (In Person / Online Training Courses)

3. Who are all the different people you interact with in your work? Please give information about them.

- Staff – employees of the business at all levels and areas
- Management – Department heads and co-ordinators of sections
- Senior Management / Directors – Key Senior Business Leaders
- Stakeholders – Individuals with financial interest in the business
- Subcontractors/Suppliers – 3rd Party Businesses employed or engaged by the business for business Activities
- Vendors – 3rd Party Suppliers of Products/Services to the business

4. Please tell about your interaction with other IT professionals?

Mostly online or at annual Technology conferences, communication with Vendors or Subcontractor technical staff.

5. What about your interactions with clients or investors?

As needed, based on requirement, or as requested by Managing Director

6. What aspects of your work do you spend most time on? Please tell me about this.

Communication – I believe that this is a key part of the role I fulfill, effective communication with all individuals at all levels is as important as knowledge in my role. If you cannot effectively communicate assistance or information, servicing the business and achieving the initiatives/goals become exponentially more difficult.

8. Which aspects of your work do you find most challenging?

Time - As an IT Team of 1, there will be always more things/tasks to do than I am physically able to complete in any given day. These may all different levels of

importance, but all need attention and all need to be closed out correctly – knowing your “job” is never “done” and that there is always more for you to do is a challenge, but satisfying on days when momentum and skill combine and significant progress can be made and perceived both by myself and by others around me.

9. Finally, can you share an example of the work you do that best captures the essence of the IT industry?

An example that best captures the essence of the IT industry that I do is when Technology itself is so well integrated and functions so well in the business - that it fades into the background and is no longer the focus of a task, but just an enabler of productivity and tool for progress.

We have achieved this in some areas of the business and always strive for this across all areas.

Interview 4

Undefining information

Male aged about 60 years of age. Graduated from RMIT with a bachelor of Electronic and communication engineering. Worked in management and consulting positions in various field in Networking, security, Architecture and Applications both Australian and oversea.

1. Please tell about your IT work. What exactly do you do?

I manage an IT business Entrust ICT. This involves number of areas

- Engineering and product development
- IT System Architecture and Implementation
- Operation and support

2. Please tell us about the industry you work in.

Entrust ICT is a Wholesale Service of Information and Communication Technology solutions specialising in network and cloud based applications.

The services provide simple, reliable, scalable and cost effective solutions for SME, Corporate and Government market segments.

3. What other kinds of work do you have to do ?

- Project Management
- Strategy and Business Modelling
- Competitor analysis
- Commercial and contracts

4. Who are all the different people you interact with in your work?

There are different groups and areas of operations

- Customer Support
- Technical/Engineering
- IT systems development
- Sales and marketing,
- Finance and accounting
- Human Resources,
- Customers
- Third party application developers
- Service providers and suppliers

5. Please tell about your interaction with other IT professionals?

There are different types of interactions

Business As Usual

- Operations and Support meetings within the company to discuss performance and issues with services

Development or new services

- Project and Engineering meetings for reviews and to discussed new services and products

6 What about your interactions with clients or investors?

- Regular reviews and meetings . These include any issues with provisioning or operation of services and sales forecast including requests features/products/services they might need.
- Ad-hoc meetings where a specific issue or matter is discussed

7. What aspects of your work do you spend most time on? Please tell me about this.

A large time of time is spent is management rather than directly on ICT

- Staff, operations and projects to ensure outcomes required by the business are meet
- Sales, marketing and customer relationships to ensure sales target are meet.

8. Which aspects of your work do you find most challenging?

Human interactions are the most challenging. It is necessary to ensure staff members are all working together to achieve the goals of the business.

9. Finally, can you share an example of the work you do that best captures the essence of the IT industry?

We provide broadband, private network, telephone and IT systems(e.g. stock control, point of sale, rostering) for a clothing retail chain.

The ICT solution we provide enables the retail chain to operate shops and provide go service their customers.

