# IT Work

Include raw transcripts / recordings in appendix to support your written component.

## 15-12 Marks

You have clearly described the kind of work done.

You have described and explored all of the interactions with other people.

You have described how most time is spent with a high standard of narrative flow.

You have succinctly included the challenging aspects of this work.

Developing a section substantially beyond the question set.

## Suggested Procedure

2. Arrange a time to meet and speak with the IT professional.

3. Work out how you will ask the questions, and how the responses will be recorded. If there

are two of you, it may work out that one person asks the questions, and the other records

responses, or that you alternate asking questions, with the other person recording answers.

Please do remember that it is a conversation, and it is more important to listen and respond to

the person you are interviewing than to record every last little detail of what is said. You may

wish to record the conversation, but only do this with the explicit permission of the

person you are interviewing. So if you want to do this, **ask the interviewee if you have their**

**permission to record the conversation**. If the response is anything other than a firm “Yes”,

then do not record it. If you do record it, make sure the recording device is clearly visible to

the interviewee. You should also **offer to email the interview a copy of the questions you will be asking**.

4. Arrive for the appointment about 10 minutes early. When you first meet the interviewee,

introduce yourselves, shake hands, and thank them for agreeing to talk with you. You should

also briefly mention the background of each student. Once the introductions are done, if you

wish to record the conversation, ask for permission. Then commence with the questions (see

below)

5. Let the conversation flow, and do not try to stick too rigidly to the script. Remember that

your objective is to get some insight into the day-to-day working life of the interviewee, and

they may answer questions without explicitly being asked about them, or mention things that

you find interesting. If the conversation stops, then move onto the next question as a way of

keeping the conversation moving.

6. When the allotted time is up (usually 30 minutes, but it may be less), you should move to

cease the interview, even if you have not finished answering questions. Make sure you shake

hands again, and thank the interviewee again for their time.

## Interview Questions:

*(Required questions in bold. Others need to be “substantially beyond question set.”)*

1. What methods of learning have you found most useful in your career? *(On-the-job experience vs institutional learning vs ad-hoc certifications vs other?)*

2. How do you keep your skills and knowledge up-to-date with an evolving IT environment?

3. Would you please outline how your IT career has progressed up to this point?

**4. Please tell us about your IT work. What exactly do you do?**

**5. Please tell us about the industry you work in.**

**6. What other kinds of work do you have to do?**

**7. Who are all the different people you interact with in your work? Please tell us about**

**them. *(Explore all the interactions with other people. Are they other IT professionals? Clients? Investors? The general public?)***

**8. Please tell us about your interactions with other IT professionals.**

**9. What about your interactions with clients or investors?**

**10. What aspects of your work do you spend most time on? Please tell us about these. *(This needs to be described with a high standard of narrative flow.)***

**11. Which aspects of your work do you find most challenging? *(Succinctly include these.)***

**12. Can you share an example of the work you do that best captures the essence of the IT industry?**

**13. Where do you spend most of your time? *(As per specs this needs to be answered.)***

14. What part of your position do you personally find most rewarding?

15. What would be your ideal position in the IT sector?

16. Do you think that the demand for IT professionals in your position will increase/decrease/remain the same over the next 5 years?

17. What would be the most important piece of advice you would give to someone beginning a career in IT?

Purpose of interview is to answer these questions:

* What kind of work is done by the IT professional?
* What kinds of people does the IT professional interact with? Are they other IT professionals? Clients? Investors? The general public?
* Where does the IT professional spend most of their time?
* What aspect of their position is most challenging?