0:0:0.0 --> 0:0:0.690  
Christopher Box  
Um?

0:0:5.320 --> 0:0:6.870  
Christopher Box  
OK, yeah, that's recording.

0:0:8.190 --> 0:0:15.460  
Christopher Box  
Thank you for joining me, Nathan and agreeing to be interviewed about IT work for my university assignment.

0:0:16.420 --> 0:0:19.480  
Christopher Box  
Ohh thank you let's get stuck in.

0:0:19.790 --> 0:0:21.840  
Nathan Stewart (AU)  
Yeah, sounds good. Let's get started.

0:0:23.210 --> 0:0:26.930  
Christopher Box  
What methods of learning have you found most useful in your career?

0:0:29.190 --> 0:0:43.680  
Nathan Stewart (AU)  
I would say a combination of early on in my career. Having a foundational knowledge of IT is really what helped me get started and I I obtained that by a combination of on the job training as well as.

0:0:44.370 --> 0:0:45.920  
Nathan Stewart (AU)  
Our formal learning.

0:0:46.900 --> 0:0:52.640  
Nathan Stewart (AU)  
At TAFE diplomas etcetera university degree as my career has progressed.

0:0:53.840 --> 0:1:10.440  
Nathan Stewart (AU)  
And as I T has evolved much more, now there's a value placed on certifications depending on what part of it you're working in, a certification, you can achieve pretty quick and you can obtain multiple certifications to really build up your knowledge in a certain area. So I would say.

0:1:12.0 --> 0:1:19.400  
Nathan Stewart (AU)  
It's changed and evolved, but currently certifications is where the most value I get out of learning is.

0:1:22.130 --> 0:1:22.890  
Christopher Box  
Thanks for that.

0:1:24.870 --> 0:1:29.60  
Christopher Box  
How do you keep your stores and knowledge up to date with an evolving IT environment?

0:1:29.610 --> 0:1:37.140  
Nathan Stewart (AU)  
Amazing question. This is something that I'm confronted with on a regular basis both for myself and for the people that I lead.

0:1:39.150 --> 0:1:50.110  
Nathan Stewart (AU)  
What we're calling micro credentials is the way that that I'm approaching that. So if I take a topic like cloud for example, cloud is such a broad.

0:1:50.830 --> 0:2:20.750  
Nathan Stewart (AU)  
Uh, sphere within it to break to them. Break that down into calling micro credentials. So I might say I'm gonna do a micro credential on Azure fundamentals now that I've got the Azure fundamentals, I'm gonna take a micro credential and really dive into Azure directory services perhaps. Or maybe containerization. So those microservices helps you to take a small topic and rapidly learn that and.

0:2:20.820 --> 0:2:27.600  
Nathan Stewart (AU)  
Of that topic evolves, you can remain up to date as opposed to taking a three or four year course. By the time you're finished.

0:2:28.330 --> 0:2:31.300  
Nathan Stewart (AU)  
What you've learned from a technical perspective may no longer be relevant.

0:2:33.480 --> 0:2:34.350  
Christopher Box  
Yeah, it's a good point.

0:2:35.670 --> 0:2:42.220  
Christopher Box  
And would you please outline your RT crew? Sorry how your IT career has progressed up to this point.

0:2:42.870 --> 0:3:0.480  
Nathan Stewart (AU)  
Yeah, absolutely. So my IT career started quite a while ago, longer than I'd like to admit and that started off in system administration. Really, that was my first career, but prior to that, all throughout my school years I had a natural affinity.

0:3:1.200 --> 0:3:21.80  
Nathan Stewart (AU)  
Uh and attraction towards IT just came naturally to me, something I really enjoyed doing so that really sparked ohh. Hang on. Maybe there's a career in there, it's not just something that I like doing or a hobby. So then I got my first job as a what was called a System Administrator and that was doing very.

0:3:21.360 --> 0:3:30.10  
Nathan Stewart (AU)  
Um, I guess very high level basic tasks of creating accounts in Active Directory, creating email addresses.

0:3:30.670 --> 0:3:37.840  
Nathan Stewart (AU)  
Um, taking backups, restoring backups. The kind of level 2 type work that you would expect.

0:3:39.360 --> 0:3:55.90  
Nathan Stewart (AU)  
I spent a couple of days that a couple of years there really gaining some deeper technical experience, but more importantly gaining a customer engagement report as well, because even though we're working in it on the end of that technology as a person.

0:3:56.590 --> 0:4:9.580  
Nathan Stewart (AU)  
And having that at the forefront of my mind has really held me in good stead of yes, we're technologists at heart, but never forgetting that the technology that we're delivering that we're building that we're fixing.

0:4:16.150 --> 0:4:16.470  
Christopher Box  
Yeah.

0:4:9.970 --> 0:4:28.70  
Nathan Stewart (AU)  
Um is really for a human on the other end, whether that be automation or whatever. So first of all, System Administrator spent three or four years doing that, then moved on to a desktop support type role, which was very similar type of work, but interacting with people.

0:4:28.520 --> 0:4:45.500  
Nathan Stewart (AU)  
Um face to face. So there might be a colleague who's having hardware issues can't do their job, needs some help going out on site and physically resolving that issue. Providing service support servers in data centres having problems.

0:4:46.590 --> 0:5:3.360  
Nathan Stewart (AU)  
Switching out discs, disc arrays. All of that type of stuff. I then moved into a team leader role, so leading a service desk so an internal helpdesk and the desktop support folks. I spent a couple of years there.

0:5:5.100 --> 0:5:33.670  
Nathan Stewart (AU)  
The the focus on that role was really being able to demonstrate the ability to have critical thinking so no longer just responding to tickets and responding to queues, but being able to coordinate the teams that were working for me and being able to think ahead of where do I need to have my people be positioned? How can I anticipate what might be coming next to get that best level of service to our customers? So that was really?

0:5:34.770 --> 0:5:38.390  
Nathan Stewart (AU)  
The focus of that role is bringing together the two previous roles.

0:5:39.600 --> 0:5:46.30  
Nathan Stewart (AU)  
Then I had a little bit of a pivot up until that point my whole career had been predominantly IT operations.

0:5:46.870 --> 0:5:52.140  
Nathan Stewart (AU)  
Ohh and support had a bit of a pivot into project management. It project management.

0:6:0.640 --> 0:6:0.880  
Christopher Box  
And.

0:5:53.920 --> 0:6:2.350  
Nathan Stewart (AU)  
Having the experience of the IT operations really made that transition into project management really smooth and super easy.

0:6:17.900 --> 0:6:18.380  
Christopher Box  
Yeah.

0:6:3.110 --> 0:6:32.20  
Nathan Stewart (AU)  
Um the the the benefit of having that background is every project you deliver at some point will land in the hands of an operations team. So having been the operations team, I'd felt the pain points of a project that's delivered with app documentation maybe, or a project that's delivered and requires a whole bunch of people to support it, but we haven't got this resources so that project world is really interesting.

0:6:32.430 --> 0:6:36.60  
Nathan Stewart (AU)  
I'm moving from just running the things to building the things.

0:6:37.100 --> 0:6:38.430  
Nathan Stewart (AU)  
Ohh and then.

0:6:39.420 --> 0:6:43.690  
Nathan Stewart (AU)  
I thought, yeah, this is fun, but I've done this now. Projects come on projects go and.

0:6:45.370 --> 0:6:55.540  
Nathan Stewart (AU)  
This specific project might change, but the underlying ethos was very much the same. So I found myself growing a little bored of that. I thought it's time to get back into the action.

0:6:57.300 --> 0:7:15.450  
Nathan Stewart (AU)  
Uh, I moved internationally so overseas to the UK at this point, and I've taken on a role, a leadership role in an insurance company over there and it leadership role, which was all of the things I've done previously, so it was leading project management leading operations.

0:7:16.620 --> 0:7:18.750  
Nathan Stewart (AU)  
And that was a really exciting time.

0:7:19.920 --> 0:7:25.870  
Nathan Stewart (AU)  
Because it was really the digitization resulted to hear the word in organisations around digitisation.

0:7:26.760 --> 0:7:27.60  
Christopher Box  
Even.

0:7:26.700 --> 0:7:36.160  
Nathan Stewart (AU)  
So there was a huge amount of modernization going on, moving off of old mainframe systems into the 21st century, so that was a good time to be around.

0:7:37.80 --> 0:7:40.580  
Nathan Stewart (AU)  
Ohh then I came back home to Australia and.

0:7:41.310 --> 0:7:49.760  
Nathan Stewart (AU)  
Um, the theme here is my roles of transitioning into leadership roles at this point. So the mix of.

0:7:50.580 --> 0:7:56.630  
Nathan Stewart (AU)  
Hands on it work and leadership starts to shift dramatically.

0:7:58.230 --> 0:8:6.320  
Nathan Stewart (AU)  
But critically, I wouldn't have got to that point if I didn't have that level of IT ability and hands on experience.

0:8:7.540 --> 0:8:20.650  
Nathan Stewart (AU)  
So they're all my next role, then was leading a whole department at A at a major bank, leading a whole departments what was called IT service operations. So we would be I would be owning a service.

0:8:21.500 --> 0:8:28.350  
Nathan Stewart (AU)  
And from top to bottom. So from strategy of that service, what's the technology stack look like the architecture?

0:8:29.80 --> 0:8:32.170  
Nathan Stewart (AU)  
The operations, the support, the Slas.

0:8:33.590 --> 0:8:34.320  
Nathan Stewart (AU)  
End to end.

0:8:35.480 --> 0:8:38.0  
Nathan Stewart (AU)  
And also the people obviously that that deliver that.

0:8:39.260 --> 0:8:41.250  
Nathan Stewart (AU)  
Into my current role now where?

0:8:43.170 --> 0:8:46.20  
Nathan Stewart (AU)  
I lead an Asia Pacific team in cyber security.

0:8:46.920 --> 0:8:54.380  
Nathan Stewart (AU)  
And that's a different flavour again of IT. So that's the Corrie highlight. Sorry, pretty in depth, but.

0:8:55.80 --> 0:8:57.870  
Christopher Box  
Yeah, that's fine. That's very interesting. Thank you.

0:8:59.610 --> 0:9:0.300  
Christopher Box  
Um?

0:9:1.480 --> 0:9:4.360  
Christopher Box  
Please tell us about your IT work. What exactly do you do?

0:9:5.270 --> 0:9:13.180  
Nathan Stewart (AU)  
Yeah, great nice segue. So currently my role as I've just mentioned there is is it's a cyber security role.

0:9:14.440 --> 0:9:14.660  
Christopher Box  
Yeah.

0:9:13.640 --> 0:9:17.120  
Nathan Stewart (AU)  
Um, and you know, I mentioned before the IT serve broad, right?

0:9:18.300 --> 0:9:24.520  
Nathan Stewart (AU)  
I taste like this cyber security is one element of IT and then cyber security itself is like this.

0:9:25.640 --> 0:9:27.20  
Nathan Stewart (AU)  
So that's one thing I think is.

0:9:27.780 --> 0:9:32.330  
Nathan Stewart (AU)  
Probably worth mentioning in this interview is, you know, we used the term IT.

0:9:33.90 --> 0:9:37.390  
Nathan Stewart (AU)  
Um in conversation, right? But it is such a broad.

0:9:39.400 --> 0:9:53.410  
Nathan Stewart (AU)  
A broad world, and it's very. It's sometimes can be overwhelming to think of. Well, how do you navigate that world just your time and experience I would say, but I'm currently working in cyber security. Been doing that for 10 years.

0:9:54.200 --> 0:9:56.370  
Nathan Stewart (AU)  
Um I I lead.

0:9:57.310 --> 0:10:0.700  
Nathan Stewart (AU)  
And identifying access management department.

0:10:1.720 --> 0:10:16.840  
Nathan Stewart (AU)  
Across Asia Pacific, my team and I look after all aspects of what we call I M identity and access management. Some of those services include things like directory management, so like Active Directory Azure Active Directory.

0:10:18.180 --> 0:10:22.910  
Nathan Stewart (AU)  
PK I so primary key infrastructure. So things like SSL certificates.

0:10:23.920 --> 0:10:32.860  
Nathan Stewart (AU)  
Um, the Public certificate authority, so we issue those certificates internally to build a trust between an end user's device and the organisation.

0:10:34.770 --> 0:11:3.360  
Nathan Stewart (AU)  
Single sign on so Federated single sign on using industry standards that allows the applications that we build to authenticate and authorise users. Does this user have access? If they do have access, what do they have access to? So that's the authorization and authentication component privileged access management. So for all of the servers that we have in the organisation.

0:11:4.360 --> 0:11:7.650  
Nathan Stewart (AU)  
We need to make sure that that admin access is tightly controlled.

0:11:8.350 --> 0:11:20.710  
Nathan Stewart (AU)  
So using privileged access management we can provision just in time access to administrators off their credentials were compromised. Those credentials can't be used to create.

0:11:22.0 --> 0:11:23.770  
Nathan Stewart (AU)  
An attack on the organisation.

0:11:25.340 --> 0:11:36.540  
Nathan Stewart (AU)  
MFA is another one, so deploying and managing MF across the organisation, again ensuring you are who you say you are so no longer is a username and password enough.

0:11:38.970 --> 0:11:39.220  
Christopher Box  
And.

0:11:37.200 --> 0:11:42.630  
Nathan Stewart (AU)  
We need to have something you know which is your password and something you have which is that second factor.

0:11:43.350 --> 0:11:56.540  
Nathan Stewart (AU)  
So that's just a flavour of the the work I do currently that they're the services that I run and we run those to industry standards. The main two are agile and ITIL.

0:11:58.50 --> 0:11:58.580  
Nathan Stewart (AU)  
Um?

0:11:59.340 --> 0:12:0.570  
Nathan Stewart (AU)  
Are you familiar with those Chris?

0:12:1.750 --> 0:12:6.790  
Christopher Box  
Agile, yes. Can you speak more about what it is?

0:12:7.200 --> 0:12:13.890  
Nathan Stewart (AU)  
Yeah for sure so it till it stands for information technology infrastructure library.

0:12:15.70 --> 0:12:28.680  
Nathan Stewart (AU)  
And it's it's a bunch of practises and standardisations that organisations will follow to align operations. So for example, within ITIL there is incident management.

0:12:29.420 --> 0:12:59.570  
Nathan Stewart (AU)  
Components, so how does an incident go from start to finish? Change management? How do you introduce change to the environment in a controlled way? You can imagine if you don't have a controlled way, you've got a system in production and admin comes along and makes a change in the middle of the day and interrupts the business. That's not going to work, so a change management framework and methodology is really important problem management. Invariably things will go wrong.

0:13:0.50 --> 0:13:23.980  
Nathan Stewart (AU)  
If you don't know the root cause of an incident, it becomes a problem and that problem. You'll then go and investigate what was the root cause and how do I put a permanent corrective action in place to make sure that never happens again, because that's the idea is to minimise each incident so it never reoccurs. So you've got incident change problem and other big one in ITIL is configuration management so.

0:13:25.340 --> 0:13:28.210  
Nathan Stewart (AU)  
Pardon me, I configuration management database.

0:13:28.960 --> 0:13:33.170  
Nathan Stewart (AU)  
Basically a hierarchy and a list of your full IT environment.

0:13:33.970 --> 0:13:46.760  
Nathan Stewart (AU)  
All of your applications. What servers are they run on? What IP addresses are they on? Um, what infrastructure is that on sea? Got a really robust library of all of your assets in the organisation.

0:13:56.180 --> 0:13:56.460  
Christopher Box  
Yeah.

0:13:48.980 --> 0:14:5.280  
Nathan Stewart (AU)  
So that's ITIL in a 32nd spiel. The great thing about ITIL is it's widely adopted globally. So if you're working in IT, you'll find that standardisation in terminology is a big one. So when someone says incident, you know what incident is.

0:14:6.30 --> 0:14:6.550  
Nathan Stewart (AU)  
Um?

0:14:6.30 --> 0:14:6.860  
Christopher Box  
Yeah, yeah.

0:14:7.280 --> 0:14:7.830  
Nathan Stewart (AU)  
Hmm.

0:14:8.780 --> 0:14:18.110  
Christopher Box  
So with some change management experience, he could then go on to another company doing change management work and it's interchangeable. The same sort of.

0:14:19.820 --> 0:14:20.710  
Nathan Stewart (AU)  
Exactly right.

0:14:18.910 --> 0:14:21.890  
Christopher Box  
Process in general, yeah.

0:14:22.240 --> 0:14:23.50  
Nathan Stewart (AU)  
Yeah, exactly.

0:14:23.80 --> 0:14:24.850  
Christopher Box  
That's good, yeah, it makes it easier.

0:14:25.980 --> 0:14:26.490  
Nathan Stewart (AU)  
It does.

0:14:29.720 --> 0:14:32.980  
Christopher Box  
Okay, tell us some more about the industry that you're working.

0:14:33.360 --> 0:14:44.610  
Nathan Stewart (AU)  
Yeah, so I will. I currently work in the professional services and consulting industry. I've also previously worked in the banking and finance industry and I've also worked in the public sector as well.

0:14:45.790 --> 0:14:48.470  
Nathan Stewart (AU)  
In the professional services and consulting industry.

0:14:49.790 --> 0:14:54.260  
Nathan Stewart (AU)  
Cyber security and I T in general are so important because.

0:14:55.180 --> 0:14:57.890  
Nathan Stewart (AU)  
Consulting and professional services, typically.

0:14:59.230 --> 0:15:14.40  
Nathan Stewart (AU)  
Clients are coming to us for help and the solution to that problem is often technology, so that's how there's a kind of like a hand in glove between the work that I do and it.

0:15:17.340 --> 0:15:19.640  
Christopher Box  
Yeah, that's that's interesting.

0:15:20.510 --> 0:15:22.990  
Christopher Box  
And what other kinds of work do you have to do?

0:15:24.580 --> 0:15:25.490  
Nathan Stewart (AU)  
This is a big one.

0:15:27.640 --> 0:15:31.330  
Nathan Stewart (AU)  
So apart from the services that I mentioned before, but that I'm running.

0:15:32.710 --> 0:15:35.260  
Nathan Stewart (AU)  
That's the technical component there's.

0:15:36.50 --> 0:15:47.490  
Nathan Stewart (AU)  
Equally, if not even bigger and non technical component and some of those things are shouldn't be a surprise like people leadership. So as I'm a senior leader in your organisation.

0:15:48.20 --> 0:15:48.340  
Christopher Box  
Yeah.

0:15:49.190 --> 0:16:10.120  
Nathan Stewart (AU)  
Coaching of those of my team, both technical coaching like I mentioned before, micro credentials but also non technical coaching like I also mentioned before on the end of that technology is another usually another person or a human being. So building those soft skills with the team building report strong communication skills.

0:16:11.240 --> 0:16:14.210  
Nathan Stewart (AU)  
So that kind of wrapped that up into people leadership and coaching.

0:16:15.830 --> 0:16:18.220  
Nathan Stewart (AU)  
A heavy focus on audit and compliance.

0:16:19.920 --> 0:16:25.610  
Nathan Stewart (AU)  
We are a sock to accredited organisation. Most organisations, large corporates are.

0:16:27.130 --> 0:16:35.290  
Nathan Stewart (AU)  
And that really takes a huge burden if you will to remain compliant.

0:16:36.670 --> 0:16:38.120  
Nathan Stewart (AU)  
Are you familiar with Sock too?

0:16:37.360 --> 0:16:42.10  
Christopher Box  
Ohh what no I was gonna ask what what is sock to?

0:16:42.710 --> 0:16:56.490  
Nathan Stewart (AU)  
Yeah, I'm so sock two stands for service organisation control version two and it's really an independent way to evaluate the controls that an organisation has relating to around security.

0:17:4.580 --> 0:17:4.860  
Christopher Box  
Hmm.

0:16:57.590 --> 0:17:9.20  
Nathan Stewart (AU)  
Processing of confidential information. Availability of your service. So it's a way to independently measure. Do you have these controls in place and how effective are these controls?

0:17:10.60 --> 0:17:16.320  
Nathan Stewart (AU)  
I'm so hence why that takes a lot of my time, because to obtain that sock to compliance.

0:17:17.540 --> 0:17:30.920  
Nathan Stewart (AU)  
Is it really high benchmark? And then you need to continue to meet that benchmark to maintain your software compliance and a lot of organisations won't work with you unless you have a SOP to compliance, so that takes up.

0:17:29.790 --> 0:17:31.150  
Christopher Box  
Okay, yeah sure.

0:17:31.600 --> 0:17:41.930  
Nathan Stewart (AU)  
Yeah, it takes a lot of my time, it's another. It's another way of having confidence. I guess that the companies you're working with armature and do have a level of control in place. Does that make sense?

0:17:42.910 --> 0:17:43.670  
Christopher Box  
Yeah, yeah.

0:17:52.680 --> 0:17:52.920  
Nathan Stewart (AU)  
Yeah.

0:17:44.440 --> 0:17:54.290  
Christopher Box  
That's like a standardisation across the business, a bit like the triple. A credit rating sort of thing for the economy.

0:17:54.760 --> 0:17:56.190  
Nathan Stewart (AU)  
Exactly. Yep, that's right.

0:17:57.180 --> 0:18:0.990  
Nathan Stewart (AU)  
I also do a lot of strategy and service Rd mapping so.

0:18:3.50 --> 0:18:15.380  
Nathan Stewart (AU)  
Anticipating the needs of the business and my customers ahead of time to devise a strategy on where I need to be going in the next 12 months. Two years, three years.

0:18:16.40 --> 0:18:23.670  
Nathan Stewart (AU)  
Um, across the board. So here's my service still fit for purpose. Do I have enough room for growth in my service?

0:18:24.990 --> 0:18:31.180  
Nathan Stewart (AU)  
Do I need to be doing refreshing of particular components or hardware or software so that road map?

0:18:32.140 --> 0:18:38.510  
Nathan Stewart (AU)  
We'll kind of define what the so the IT service will be today, and what it will look like in the future.

0:18:40.30 --> 0:18:46.360  
Nathan Stewart (AU)  
Hand in hand with that is budget planning so the operational budget to keep the service running.

0:18:47.920 --> 0:18:52.150  
Nathan Stewart (AU)  
Even though everyone talks about cloud right versus an on Prem in a data centre.

0:18:53.850 --> 0:19:10.800  
Nathan Stewart (AU)  
A badly configured cloud environment can very easily run away from you from a cost point of view and cost you way more than it would if you had the service sitting in a data centre. So a really tight focus on finance, budget planning and tracking the actual spend.

0:19:11.720 --> 0:19:15.710  
Nathan Stewart (AU)  
Um, writing business cases. If I need to do a new project.

0:19:16.570 --> 0:19:18.510  
Nathan Stewart (AU)  
Getting funding for those business cases.

0:19:19.270 --> 0:19:19.860  
Nathan Stewart (AU)  
Um?

0:19:21.310 --> 0:19:23.360  
Nathan Stewart (AU)  
One way that we look at.

0:19:24.130 --> 0:19:29.540  
Nathan Stewart (AU)  
Efficiencies is through automation, so looking at opportunities to automate things.

0:19:30.440 --> 0:19:43.360  
Nathan Stewart (AU)  
And then reaping the benefits of that automation so you get less errors because it's automated. You often will have an improved throughput, so you're also typically have a financial saving as well.

0:19:44.320 --> 0:19:44.860  
Christopher Box  
Yeah.

0:19:44.330 --> 0:19:45.40  
Nathan Stewart (AU)  
Um?

0:19:46.50 --> 0:19:51.170  
Nathan Stewart (AU)  
Defect and bug tracking. So does our service have any defects or bugs?

0:19:52.370 --> 0:19:57.480  
Nathan Stewart (AU)  
What's the voice of the customer? So how's the customer looking at our service? Is it meeting their needs or not?

0:19:59.270 --> 0:20:2.780  
Nathan Stewart (AU)  
So a real broad range of of other types of work.

0:20:3.800 --> 0:20:7.580  
Nathan Stewart (AU)  
Apart from just the running of the IT itself, there's a whole spray with.

0:20:6.650 --> 0:20:7.980  
Christopher Box  
Yeah, it's quite varied.

0:20:8.370 --> 0:20:11.910  
Nathan Stewart (AU)  
Yeah, right, there's a whole swathe of skills that need to come into there.

0:20:12.740 --> 0:20:26.160  
Nathan Stewart (AU)  
Um, which and that that mix has changed? If you were to ask me that mix, you know, five years ago, it would be probably more technical and less of that leadership and strategy work.

0:20:33.530 --> 0:20:34.80  
Christopher Box  
Yeah.

0:20:27.360 --> 0:20:38.490  
Nathan Stewart (AU)  
If you ask me 15 years ago when I was doing the desktop work, it would be none of that, so I just did. That's important to call out that as you're kind of curious changes in progresses.

0:20:40.180 --> 0:20:45.530  
Nathan Stewart (AU)  
Many other things come into the it's still called IT, but many other things come into that category.

0:20:46.930 --> 0:20:47.250  
Christopher Box  
Sure.

0:20:48.370 --> 0:20:49.490  
Christopher Box  
Thank you for that.

0:20:51.50 --> 0:20:55.660  
Christopher Box  
Who are the different people you interact with in your work? Ohh, can you tell us about them?

0:20:56.310 --> 0:20:56.980  
Nathan Stewart (AU)  
Yeah, sure.

0:20:57.300 --> 0:21:10.50  
Nathan Stewart (AU)  
Ohh many varied from my team members that I that I mentor and and coach through to my finance and HR business partners.

0:21:11.490 --> 0:21:28.200  
Nathan Stewart (AU)  
Change management we spoken about before. If I need to make a change into one of the environments that I own, going through that change management process. Likewise, if there's an outage working with the major incident team around communications to affected customers, etcetera.

0:21:29.340 --> 0:21:33.620  
Nathan Stewart (AU)  
And then the important one for me is my business state, stakeholders, my business leaders.

0:21:34.900 --> 0:21:40.250  
Nathan Stewart (AU)  
Being an A mainly internally focused role, my main customer and my business stakeholders.

0:21:40.990 --> 0:21:41.540  
Nathan Stewart (AU)  
Um?

0:21:42.310 --> 0:21:46.360  
Nathan Stewart (AU)  
And there's many others in between them. They're kind of the main kind of top categories.

0:21:47.560 --> 0:21:48.410  
Christopher Box  
Yeah, OK.

0:21:49.190 --> 0:21:49.950  
Christopher Box  
Um?

0:21:56.680 --> 0:21:57.310  
Nathan Stewart (AU)  
That's okay.

0:21:51.100 --> 0:22:0.840  
Christopher Box  
What about your interactions with clients or investors? Ohh sorry I missed your question there. Please tell us about your interactions with other IT professionals.

0:22:1.290 --> 0:22:7.800  
Nathan Stewart (AU)  
Yeah, um, so there's probably 2 categories that I'll talk about for this one. The first one would be my.

0:22:8.440 --> 0:22:11.170  
Nathan Stewart (AU)  
Within the same company, the other IT professionals.

0:22:12.180 --> 0:22:21.820  
Nathan Stewart (AU)  
So if you think about the whole IT stack of an organisation, um, you'll have upstream and downstream dependencies. So I have relationships with.

0:22:22.650 --> 0:22:45.170  
Nathan Stewart (AU)  
Other IT teams that consume and rely on my services that I run and likewise I consume other services. So for example, my services are running on the network, so I have a dependency on the network team, so I've got a very good relationship with the owner of all of the network services. Is 1 real life example? So all of those kinds of.

0:22:50.650 --> 0:22:51.220  
Christopher Box  
Yeah.

0:22:45.870 --> 0:22:55.910  
Nathan Stewart (AU)  
Left and right IT services that make up the organisation are really deep relationship with those IT professionals and externally.

0:22:56.670 --> 0:23:0.90  
Nathan Stewart (AU)  
Um, there's lots of industry events that go on throughout the year.

0:23:0.450 --> 0:23:4.240  
Nathan Stewart (AU)  
Um is starting to return to in person this year, which is great.

0:23:6.630 --> 0:23:7.70  
Christopher Box  
To.

0:23:5.20 --> 0:23:7.540  
Nathan Stewart (AU)  
So networking at those events.

0:23:8.220 --> 0:23:11.760  
Nathan Stewart (AU)  
Um, you kind of start to form a community.

0:23:12.430 --> 0:23:25.410  
Nathan Stewart (AU)  
And you'll see I'm gonna people moving from vendor to vendor and as technologies evolve. So that's the kind of external aspect is mainly industry events and vendors.

0:23:27.330 --> 0:23:27.620  
Christopher Box  
Go.

0:23:29.60 --> 0:23:38.100  
Christopher Box  
You mentioned that you interact with other IT professionals like in the networks team. Is that generally by phone or email?

0:23:38.940 --> 0:23:39.470  
Nathan Stewart (AU)  
Um?

0:23:40.250 --> 0:23:41.20  
Christopher Box  
Everything.

0:23:40.520 --> 0:23:47.450  
Nathan Stewart (AU)  
As time has moved on so present well today I don't know the last. The last time I made a phone call to anyone.

0:23:48.800 --> 0:23:57.0  
Nathan Stewart (AU)  
Likewise, an email. It's typically more of that real time chat, so depending on what technology you're using, maybe slack.

0:23:57.790 --> 0:24:1.660  
Nathan Stewart (AU)  
Maybe teams for that real time collaboration.

0:24:2.570 --> 0:24:3.220  
Christopher Box  
Yeah, sure.

0:24:3.620 --> 0:24:6.890  
Nathan Stewart (AU)  
And then we might get together on a semi regular basis.

0:24:8.70 --> 0:24:13.420  
Nathan Stewart (AU)  
To do some strategic planning, and that would typically be in person, it might get all of the IT leaders together and.

0:24:13.990 --> 0:24:17.80  
Nathan Stewart (AU)  
Um work on the organisational IT strategy.

0:24:18.360 --> 0:24:19.170  
Christopher Box  
Yeah, thanks.

0:24:20.140 --> 0:24:23.550  
Christopher Box  
And what about your interactions with clients or investors?

0:24:24.860 --> 0:24:25.290  
Nathan Stewart (AU)  
Um?

0:24:26.990 --> 0:24:31.40  
Nathan Stewart (AU)  
With my role being primarily internal focused, the.

0:24:32.60 --> 0:24:47.670  
Nathan Stewart (AU)  
In this current role, my my engagement with clients typically tends to be when a client has a problem, but they need help with. We'll get engaged, but they're coming for some consulting help. We'll get engaged and see what the problem is and how it can be a solution to that.

0:24:49.250 --> 0:24:51.380  
Nathan Stewart (AU)  
But if you think about my internal customers.

0:24:52.380 --> 0:25:0.830  
Nathan Stewart (AU)  
That's everything from a monthly service review. Providing them with SLA reports on how we've achieved against our Slas.

0:25:2.110 --> 0:25:13.280  
Nathan Stewart (AU)  
How we are achieving against our strategic targets that we might have agreed on at the beginning of the year and then also a dialogue? So a chance for my customers to tell me what's happening in their business.

0:25:14.80 --> 0:25:15.230  
Nathan Stewart (AU)  
Ohh, so that I can.

0:25:33.750 --> 0:25:34.30  
Christopher Box  
Yeah.

0:25:36.410 --> 0:25:36.970  
Christopher Box  
Yeah.

0:25:42.100 --> 0:25:42.750  
Christopher Box  
Yeah, sure.

0:25:16.190 --> 0:25:42.860  
Nathan Stewart (AU)  
Remain best position to be delivering it. That's going to enable that because if if you think about what I said, the very beginning about that tight relationship between my business stakeholders and it, it is here to deliver solutions to the business, right? So if I'm not having that dialogue with my business customers, I could be building something over here that's totally not fit for purpose for what they need. So that's a really big one.

0:25:46.740 --> 0:25:52.830  
Christopher Box  
What aspects of your work do you spend most of your time on? Please tell us about these.

0:25:54.260 --> 0:26:2.10  
Nathan Stewart (AU)  
Yeah, this is not too dissimilar to the the previous question. One of the previous questions, but I'll try and put a different spin on it.

0:26:3.910 --> 0:26:10.200  
Nathan Stewart (AU)  
I mentioned before that as my career has changed, the other types of work I've worked on changes.

0:26:11.200 --> 0:26:24.710  
Nathan Stewart (AU)  
It's very similar here, so as my career has progressed and changed where I spend, my time has changed as well. So earlier in my career it would have been, you know, 100 will maybe 90% on.

0:26:26.300 --> 0:26:32.350  
Nathan Stewart (AU)  
Problems coming in. Tickets coming in. Resolving that kind of stuff and maybe 10% on learning.

0:26:33.560 --> 0:26:33.850  
Christopher Box  
Hmm.

0:26:33.420 --> 0:26:42.50  
Nathan Stewart (AU)  
Whereas today my time has really shifted to splitting it between management activities. The ones like I mentioned before. So coaching of my team.

0:26:42.910 --> 0:26:46.840  
Nathan Stewart (AU)  
The budgeting aspect monitoring how my service is performing.

0:26:48.100 --> 0:26:50.130  
Nathan Stewart (AU)  
Looking for vulnerabilities in the service.

0:26:51.510 --> 0:27:10.380  
Nathan Stewart (AU)  
And all always having one eye on what's on the horizon, so it's kind of like my timely split between what's happening in the here and now in today with one eye, but at the same time looking well, what's 36912 months away? So having that leadership.

0:27:11.400 --> 0:27:12.440  
Nathan Stewart (AU)  
Her view, I guess.

0:27:13.250 --> 0:27:17.150  
Nathan Stewart (AU)  
Ohh is kind of where I spend most of my time at the at the minute.

0:27:19.740 --> 0:27:21.800  
Christopher Box  
Bit different to the star of your career then.

0:27:22.60 --> 0:27:23.580  
Nathan Stewart (AU)  
Yeah, very, very different.

0:27:25.180 --> 0:27:28.90  
Christopher Box  
Which aspects of your work do you find the most challenging?

0:27:29.780 --> 0:27:30.590  
Nathan Stewart (AU)  
This is a tough one.

0:27:31.130 --> 0:27:31.400  
Nathan Stewart (AU)  
Ohh

0:27:32.560 --> 0:27:36.930  
Nathan Stewart (AU)  
this is a tough one, so there's probably a couple of dimensions to explore.

0:27:38.280 --> 0:27:41.160  
Nathan Stewart (AU)  
And I'll, I'll talk about my current role again specifically.

0:27:42.860 --> 0:27:47.20  
Nathan Stewart (AU)  
And so my current role I mentioned is in consulting and professional services.

0:27:57.600 --> 0:27:57.900  
Christopher Box  
Hmm.

0:27:47.650 --> 0:27:59.40  
Nathan Stewart (AU)  
The organisation which I work at is a global organisation for services I run like most IT services need to be available 24/7. That's the very nature of technology so.

0:27:59.750 --> 0:28:3.900  
Nathan Stewart (AU)  
With that kind of context in mind that that one of the challenges is.

0:28:34.490 --> 0:28:34.890  
Christopher Box  
Yeah.

0:28:5.40 --> 0:28:35.210  
Nathan Stewart (AU)  
Having that globally, geographically distributed team of achieving consistency across those geographies and time zones and cultures. So that's where I spend a lot of time as well as bringing that cohesion together. So from a couple of ways, are we executing the technology in a consistent way across those geographies? When I can't beat all those places at once, right? I can't be here in Sydney.

0:28:35.280 --> 0:28:35.940  
Nathan Stewart (AU)  
And also.

0:28:37.220 --> 0:28:40.510  
Nathan Stewart (AU)  
Overseas at the same time, so that's a really big challenge.

0:28:41.200 --> 0:28:41.770  
Nathan Stewart (AU)  
Um?

0:28:43.140 --> 0:28:50.670  
Nathan Stewart (AU)  
Technology helps with that, so using technology to collaborate, having asynchronous communications so.

0:28:51.920 --> 0:28:54.520  
Nathan Stewart (AU)  
Not having to have a conversation in real time.

0:28:56.260 --> 0:29:3.230  
Nathan Stewart (AU)  
And the other one would be the rapid pace of change is another another challenge. So I mentioned before.

0:29:3.940 --> 0:29:8.430  
Nathan Stewart (AU)  
The pace of change influencing my learning style so.

0:29:9.390 --> 0:29:9.680  
Christopher Box  
Hmm.

0:29:9.650 --> 0:29:24.400  
Nathan Stewart (AU)  
You know, higher education typically is a multi year thing, which is still required because that's going to provide the foundations across that broad it spectrum I mentioned. But the facets within it are changing so rapidly.

0:29:25.320 --> 0:29:25.800  
Nathan Stewart (AU)  
That

0:29:26.990 --> 0:29:28.0  
Nathan Stewart (AU)  
as soon as you've.

0:29:29.60 --> 0:29:43.780  
Nathan Stewart (AU)  
Corrupt to speed with something. There's another development, so just finding the time to be able to really stay on top of that. He's critical, so those two aspects being a 24/7 business.

0:29:45.100 --> 0:29:48.170  
Nathan Stewart (AU)  
Getting the consistencies and then the pace of change.

0:29:49.940 --> 0:29:57.790  
Christopher Box  
Yes, so do you find yourself doing my mark? Record credentials are quite often because of the changing.

0:29:58.880 --> 0:30:3.200  
Christopher Box  
How you're delivering the technology and the systems that you're using or.

0:30:3.860 --> 0:30:10.810  
Nathan Stewart (AU)  
Yeah I do, so I. I'll try and do. I'll set myself a goal of try and do one micro credential.

0:30:11.470 --> 0:30:12.40  
Nathan Stewart (AU)  
I'm.

0:30:13.880 --> 0:30:14.840  
Nathan Stewart (AU)  
Her quarter.

0:30:19.160 --> 0:30:19.650  
Christopher Box  
Yeah.

0:30:15.750 --> 0:30:23.160  
Nathan Stewart (AU)  
And that's really just the personal goal. I'll pick a topic that I'm interested in. I might be, might read some journals and see what's kind of interesting.

0:30:24.280 --> 0:30:30.350  
Nathan Stewart (AU)  
For my teams who are much more hands on day to day these days.

0:30:31.530 --> 0:30:33.820  
Nathan Stewart (AU)  
I try and set them on micro credential a month.

0:30:38.420 --> 0:30:38.930  
Christopher Box  
Yeah.

0:30:34.610 --> 0:30:42.700  
Nathan Stewart (AU)  
Um, just because of that rapid pace of change and learning and development, I think it's as important that we invest in learning and development.

0:30:44.520 --> 0:30:50.140  
Nathan Stewart (AU)  
Because that helps keep our teams skilled and helps them do the best job they possibly could.

0:30:51.400 --> 0:30:52.10  
Christopher Box  
Yeah, sure.

0:30:53.390 --> 0:30:59.870  
Christopher Box  
Um, and can you share an example of the work you do that best captures the essence of the IT industry?

0:31:0.500 --> 0:31:10.470  
Nathan Stewart (AU)  
Yeah, sure, um, so it's cheesy as it might sound. I kind of mentioned before that I T exists to kind of enhance and develop.

0:31:10.970 --> 0:31:33.640  
Nathan Stewart (AU)  
I'm human life right? Our lives, so that's how I would. Kind of summarise it is we might be sitting behind a keyboard you might be developing, or you know coding and application. Or you might be providing support, or you might be delivering a project, but when you come back to what is the purpose of all of that, the purpose of all of that?

0:31:34.800 --> 0:31:49.50  
Nathan Stewart (AU)  
Is to be advancing society really, um, and from a security perspective, the work that we do kind of helps to keep the bad guys out. And if the bad guys were to get in, make sure that we're prepared for that.

0:31:50.350 --> 0:31:59.830  
Nathan Stewart (AU)  
So I really kind of corny statement, but if we were to think of what would life be like without the IT that we take for granted today we much different so.

0:32:1.260 --> 0:32:3.620  
Nathan Stewart (AU)  
Having a pod in that is really exciting.

0:32:6.490 --> 0:32:8.960  
Christopher Box  
And when do you spend most of your time?

0:32:10.180 --> 0:32:23.240  
Nathan Stewart (AU)  
Um, geographically I spend my time, um, now that we once we can travel properly again, having a team spread around Asia Pacific and being part of a global team, I'm often travelling around somewhere.

0:32:25.40 --> 0:32:38.710  
Nathan Stewart (AU)  
My base is here in Sydney, that's my primary my primary focus, but having responsibilities across the region geographically does lead me to all kind of really all corners of the globe.

0:32:41.520 --> 0:32:43.430  
Nathan Stewart (AU)  
So that's from a geographic sense.

0:32:45.140 --> 0:32:54.570  
Nathan Stewart (AU)  
From a work sense from a A hands on sense, I kind of split my time. Not sure how you meant that question Chris, but I'll answer it in both ways and you can tell me which one you prefer.

0:33:7.380 --> 0:33:7.780  
Christopher Box  
Yeah.

0:32:55.310 --> 0:33:7.860  
Nathan Stewart (AU)  
Um, from the other sense, I really split my time evenly between the as I kind of mentioned before the in the day reacting to stuff, reacting to the day and the planning for what's coming next.

0:33:9.500 --> 0:33:13.190  
Nathan Stewart (AU)  
Not sure how you how you want that question answered, sorry.

0:33:13.610 --> 0:33:15.260  
Christopher Box  
By the way, it's fine, thank you.

0:33:14.830 --> 0:33:15.300  
Nathan Stewart (AU)  
Attached.

0:33:17.360 --> 0:33:28.180  
Christopher Box  
If it interesting when he spends ohh that is what we just spoke about going great here. What part of your position do you personally find most rewarding?

0:33:30.540 --> 0:33:35.230  
Nathan Stewart (AU)  
There's two parts I'm going to be a bit cheeky and answer it in two parts. I couldn't force renkum.

0:33:35.770 --> 0:33:37.790  
Nathan Stewart (AU)  
I'm the first one is.

0:33:39.480 --> 0:33:40.230  
Nathan Stewart (AU)  
Seeing.

0:33:40.910 --> 0:33:42.980  
Nathan Stewart (AU)  
People that I'm coaching and leading.

0:33:43.750 --> 0:33:45.670  
Nathan Stewart (AU)  
Grow and achieve great things.

0:33:46.470 --> 0:33:46.900  
Nathan Stewart (AU)  
Um?

0:33:47.880 --> 0:33:56.50  
Nathan Stewart (AU)  
I think technology is the enabler of that, and the second one is when we're presented with a problem or a challenge.

0:33:56.910 --> 0:34:3.400  
Nathan Stewart (AU)  
And we can use. We can either build some technology or deploy some technology to solve that.

0:34:4.50 --> 0:34:10.800  
Nathan Stewart (AU)  
And make someone's life easier. Um, that's the most rewarding part when you can see the effect of.

0:34:11.730 --> 0:34:12.840  
Nathan Stewart (AU)  
Some of that you've done.

0:34:13.810 --> 0:34:20.580  
Nathan Stewart (AU)  
Um is never gets old even after I've been out for so long. Every time that happens, it's still so satisfying.

0:34:22.10 --> 0:34:26.630  
Christopher Box  
That's the problem solver, sort of personality, and you coming through, yeah.

0:34:25.990 --> 0:34:27.300  
Nathan Stewart (AU)  
Exactly, yes.

0:34:29.220 --> 0:34:32.120  
Christopher Box  
And what would your ideal position be in IT sector?

0:34:33.300 --> 0:34:34.100  
Nathan Stewart (AU)  
This is tough.

0:34:35.40 --> 0:34:44.700  
Nathan Stewart (AU)  
This is really tough and the reason I say it's tough is at heart. I'm a technologist and I mentioned before how I got into IT was having a natural affinity to IT.

0:34:45.370 --> 0:34:48.380  
Nathan Stewart (AU)  
Um, and the reason I say it's hard is.

0:34:49.430 --> 0:34:54.800  
Nathan Stewart (AU)  
As I've demonstrated throughout this kind of chat, he is, as your career progresses.

0:34:55.730 --> 0:35:3.300  
Nathan Stewart (AU)  
Um, from a leadership point of view. Naturally, the type of work you do changes so.

0:35:4.630 --> 0:35:8.20  
Nathan Stewart (AU)  
I'm in a really sweet spot now where I still do.

0:35:12.200 --> 0:35:12.400  
Christopher Box  
Yeah.

0:35:8.800 --> 0:35:22.860  
Nathan Stewart (AU)  
Hands on it work to be in the trenches with my team and we've got a major incident going on. It's kind of all hands on deck to be able to coach my team. I need to have those technical skills, but also I really thrive in the leadership space so.

0:35:23.340 --> 0:35:28.420  
Nathan Stewart (AU)  
Um, where I am now is really quite satisfying was I get the best of both worlds.

0:35:29.10 --> 0:35:29.530  
Nathan Stewart (AU)  
Um?

0:35:29.750 --> 0:35:30.90  
Christopher Box  
Yeah.

0:35:30.610 --> 0:35:41.380  
Nathan Stewart (AU)  
You know, if I was in previous roles, I was loving the technical aspect, but I was really yearning for a bit of leadership responsibility. If I was to go further, I'll take on more leadership and really not have.

0:35:42.290 --> 0:35:47.200  
Nathan Stewart (AU)  
Much exposure at all to the technology. So in a cheeky way. Kind of where I am.

0:35:48.260 --> 0:35:55.730  
Christopher Box  
Yeah, yeah, that's fine. Yeah, I think you said it in the Europe job that you had the leadership.

0:36:0.850 --> 0:36:1.220  
Nathan Stewart (AU)  
Hmm.

0:35:56.970 --> 0:36:5.30  
Christopher Box  
So it's harder things and didn't have as much as the technical hands on that you were yearning for. So it does sound like you found the sweet spot indeed.

0:36:5.300 --> 0:36:5.850  
Nathan Stewart (AU)  
Yeah.

0:36:6.120 --> 0:36:14.700  
Christopher Box  
Um, do you think that the demand for IT professionals in your position will increase or decrease or remain the same over the next five years?

0:36:15.160 --> 0:36:19.250  
Nathan Stewart (AU)  
Increased dramatically and the increase is happening already so.

0:36:20.930 --> 0:36:32.30  
Nathan Stewart (AU)  
Being a leader, I hire people from my team. Our demand is growing, and that's not that's not unique to me. When I talk about the networking events I've been to that's consistent across.

0:36:33.80 --> 0:36:47.960  
Nathan Stewart (AU)  
All of the industry peers that I'm talking to the demand is just growing. There's obviously different pockets of demand, so there's a really strong pocket of demand in cyber security where I am. There's a really strong pocket of demand in cloud.

0:36:49.100 --> 0:36:57.190  
Nathan Stewart (AU)  
Little organisations are still migrating from on Prem to cloud. There's a really strong hot pocket of demand for good quality software developers.

0:36:57.790 --> 0:37:2.180  
Nathan Stewart (AU)  
Um, and then there's a really strong hot demand for.

0:37:2.820 --> 0:37:10.670  
Nathan Stewart (AU)  
Project professionals took on deploy all of that it so short answer is increase. But the reasons I just mentioned.

0:37:11.660 --> 0:37:14.430  
Christopher Box  
Yeah, it's promising for everyone at studying, you know, T.

0:37:14.640 --> 0:37:15.650  
Nathan Stewart (AU)  
It it is.

0:37:15.350 --> 0:37:15.840  
Christopher Box  
Um?

0:37:16.980 --> 0:37:22.150  
Christopher Box  
What would be the most important piece of advice that you would give to some beginning a career in IT?

0:37:24.70 --> 0:37:32.760  
Nathan Stewart (AU)  
I'm gonna be checking again and not just have one piece of advice. There's there's a couple of pieces of advice I would share. The first one would be.

0:37:35.80 --> 0:37:36.170  
Nathan Stewart (AU)  
Maintain.

0:37:37.350 --> 0:37:41.180  
Nathan Stewart (AU)  
A level of intrigue and interest and constant.

0:37:54.900 --> 0:37:55.310  
Christopher Box  
Hmm.

0:37:42.480 --> 0:38:0.160  
Nathan Stewart (AU)  
I'm asking of questions so remain interested. You've learned something. Don't just take that for granted and sit back and rest on your laurels. Continue learning so keep that hunger. I guess for new information and learning, and that coincides with the pace of change. I was talking about before.

0:38:1.0 --> 0:38:15.180  
Nathan Stewart (AU)  
You know, essentially, to wrap that up, that's how you remain relevant, right? Is by maintaining that hunger and that passion. And the second piece of advice. I've kind of peppered through here a couple times, but I'll make it explicit and that is.

0:38:16.370 --> 0:38:19.160  
Nathan Stewart (AU)  
That I T remember the purpose of IT.

0:38:19.910 --> 0:38:34.160  
Nathan Stewart (AU)  
The purpose of it is not for the sake of it, right it on its own is nothing. Just keep at the front of your mind the purpose of it is to advance and and simplify and solve problems.

0:38:35.120 --> 0:38:36.700  
Nathan Stewart (AU)  
And that would, I think, be.

0:38:37.490 --> 0:38:45.20  
Nathan Stewart (AU)  
Wise advice, I've seen I've seen many people come and just have their technical blinkers on, and they're just thinking about.

0:38:46.60 --> 0:38:48.20  
Nathan Stewart (AU)  
The technology they're not thinking about.

0:38:48.660 --> 0:38:58.390  
Nathan Stewart (AU)  
The human aspect outside of that, once you widen your scope and think about the implications of the technology, the reason The Who, the how, the why.

0:38:59.900 --> 0:39:2.170  
Nathan Stewart (AU)  
That will give you an advantage of other people who would just.

0:39:3.180 --> 0:39:4.550  
Nathan Stewart (AU)  
Focusing the technology.

0:39:5.850 --> 0:39:6.980  
Christopher Box  
Yeah, it's good advice.

0:39:8.50 --> 0:39:8.330  
Nathan Stewart (AU)  
Thanks.

0:39:8.70 --> 0:39:12.340  
Christopher Box  
Ohh thanks so much for your time Nathan, sorry I've gone a little bit over. That's 30 minutes.

0:39:14.230 --> 0:39:15.60  
Nathan Stewart (AU)  
Not a problem.

0:39:14.180 --> 0:39:15.650  
Christopher Box  
It's been a great chat.

0:39:16.280 --> 0:39:16.610  
Nathan Stewart (AU)  
Yeah.

0:39:16.950 --> 0:39:17.980  
Christopher Box  
Thank you Nathan.

0:39:18.350 --> 0:39:21.10  
Nathan Stewart (AU)  
You're very welcome, I think enjoyed chatting. Thanks, Chris.

0:39:21.780 --> 0:39:23.200  
Christopher Box  
Me too thank you.

0:39:23.340 --> 0:39:24.660  
Nathan Stewart (AU)  
Okay, bye.

0:39:24.920 --> 0:39:25.980  
Christopher Box  
You take bye.