**INTERVIEW WITH AN I.T PROFESSIONAL**

**Questions**

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

I provide tech support for our print sites nationally. This includes hardware, software and network support.

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

I work for a print media company. It has Newspapers, TV and online interests globally.

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

My role can include things like:

Project Lead

Data collection

Fault finding and resolution

Software installs

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

I mainly deal with all staff at the print sites. These include Schedulers, Site managers, electricians. Anyone that has a laptop/Phone etc. may require some assistance.

Each have different requests or requirements. Managers will want access to specific data whereas an electrician may want some software loaded or vice versa.

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

I need the cooperation will all IT departments to be able to do my job. This is a key part to the success of the business. I talk to parts such as Wintel, Network Architects, and Service Desk. Each play a role in the outcome of a job I may be working on.

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

The client’s at each site is crucial. Building up a relationship where they are able to come to me and know what they need will be done to their satisfaction. If they are not happy, this will flow down the line to my managers.

**7. What aspects of your work do you spend most time on? Please tell us about these.**

Mainly I am helping customers with things like:

Network access issues, Software Installs, Applications crashing. We call it BAU. The project work is the interesting stuff but not the norm.

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

Wherever you work, politics are the biggest hurdle I find in IT and find this very challenging.

**9. Finally, can you share an example?**

EG:

You need a new server, there’s no money for that right now, but we’ll look at it next quarter or you want to give some access to perform their duties you get pushback, why do they need it? These are common and frustrating at times.