Mark George and Paul Grace Interview Transcript:

Mark George: “Hello, my name is Mark, I’ll be interviewing Paul today. So, Paul, let’s just start off with an introduction of who you are, your IT work and just a summary of what you do in it.”

Paul Grace: “okay, hi! My name is Paul Grace, and I am a software engineering intern. So, the IT work that I do is usually developing automation solutions for customers and coworkers within my company and it is all included in a software called ‘UiPath’ which allows me to make these software automated robots that are used for the solutions.”

Mark George: “wow, so you talked about making solutions, robots, all of that. What industry are you working in? what industry is this all for?”

Paul Grace: “I am in the banking industry, it’s one of the fastest growing IT industries as well that needs a lot of solutions so there’s a lot of work to do in the banking industry.”

Mark George: “So besides developing all the solutions, what other type of work do you have to do?”

Paul Grace: “Besides developing the solutions, there is iteration management as well, I have to manage my capacity with my team’s and see what tasks I can do at what time. There is also communicating with the teams or the customer groups that I have to develop the automation solution for.”

Mark George: “Who are the different types of people you interact with in your work and would you be able to tell us just a little bit about them?”

Paul Grace: “So I mainly interact with my direct team but recently with my current project, I’ve been going outside of that scope, interacting with other teams outside my current one. The main people I interact with in my team are my business analysts that are responsible for the communication between the developers such as myself and other people that are receiving the solution, my iteration manager is also one that I talk to a lot to discuss what I said previously.”

Mark George: “How about your interactions with other IT professionals?”

Paul Grace: “My interactions with other IT professionals are usually developers such as myself and we discuss the development solutions and different approaches we can take with all the projects that we are responsible for. Also, interactions can include discussions on how to maintain a certain solution and how to expect different bugs that might come in for different scenarios that the solution might be applied to… yeah, a lot of those discussions with developers.”

Mark George: “You said you’re in the banking industry so how about your interactions with clients and possibly investors?”

Paul Grace: “As a developer and intern as well, I usually don’t directly interact with clients or investors. Either with the CIO of the department or the business analyst would be doing that communication for me. But on the rare occasions that I am interacting with clients, the client is usually on the other team within the company and I would be talking with them to see how they would like the solution, but never investors or customers.”

Mark George: “What aspects of your work do you spend the most time on?”

Paul Grace: “I spend most of my time in development of the solution; figuring out which is the best way to approach a solution and managing the depositories that we have to store the code.”

Mark George: “From my experience, the most time-consuming things aren’t actually always the most challenging. It tends to be that some of the easier things are pretty time consuming. So, I just want to see if your answers support my hypothesis. So, I just asked you what are the most time consuming things pretty much, now, what do you think the most challenging things are in your work?”

Paul Grace: “At the beginning of every project or initiative is usually the most challenging bit of time because you have to usually get introduced to a new process that you are unfamiliar with and then you’re asked to make an automation solution for it, so with that said I would say the most challenging aspects of my work is having to learn all the different processes that I am asked to automate for the clients that I have.”

Mark George: “Alright, so for the last question this one is pretty hefty so if you don’t mind, I’m going to have to read it off my screen. Can you share an example of the work that you do that best captures the essence of the IT industry?”

Paul Grace: “The best example of the work that I do is development, it is the most of what I do. I feel like it captures the essence of the IT industry well.”

Mark George: “Awesome! Thank you, Paul, for all your answers and your time, I honestly did learn a lot from this interview and I am sure without a doubt anybody else who watches this will also learn just as much. Good luck with all your future projects and endeavors. And again, thank you man.”