

Simple

**Submission for Assignment 2
Introduction to Information Technology
at RMIT Online**

by

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Website

https://a2-simple-b.github.io/A2_Group_22/

Group repository

https://github.com/a2-simple-b/A2_Group_22

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Team Profile

Working as ONE – Simple
When personalities collide!

A sound formation of a team is to combine people with opposite personality traits. People with opposing personalities can balance the organisation and provide a well-rounded environment, hence improve healthy discussions and deliver more significant outputs.

Each member has a different style of how to learn a piece of new information or to work in a new project. There is no doubt that the best form of a group is to have the same learning style. Nevertheless, it is crucial to understand what method works best for your fellow members and to find the best middle ground to learn and express your opinions.

Overall, we have a group of extrovert members of the team, which means that we can efficiently bounce off ideas to streamline the preparation process of group assignment. It is essential to keep in mind that while we are all passionate about our beliefs and way of operations, mutual respect and ability to adopt others' opinions are critical to maintaining harmony in the group.

Most of the team members express that visual learning is preferable, so with future meetings and team works; it will be best to visualise our progress and ideas to convey the message across to other team members.

With regarding other personality traits, we are a group of people who are curious with the unknowns and enjoy clear organisation. Self-discipline is a shared personality in the group, and it is reassuring to know that the group can progress through the course with clear goals and maintain a high level of collaboration.

Jessica Bayly
(Student ID: S3766658)

Born and raised in Sydney, Australia. Jessica finds herself in Adelaide, building a beautiful family. As IT has always played a big part of Jess's upbringing, she is now perusing a degree in IT.



In 1997, Jess discovered a whole new world when she got internet accessibility. She slowly became familiar with mIRC and ICQ in order to communicate with other fans of Hanson.

Working in digital media, Jess decided to go down the path of IT and do what she loves. It is never too late to study and find herself a new passion and soon a new career.

As an introvert, Jess likes to observe a situation and is receptive to new ideas. However, as a natural defender, Jess will stand up for herself when in need.

With the tendency to sit back and analyse situations, Jess is more comfortable to present her thoughts and opinions during the meetings.

With new career path being planned out, Jess is ready to embrace a diverse team with a wide range of personalities. She believes that the best kind of group is to have people with opposite personality traits in order to have a balanced team.



Chris Lai
(Student ID: S3866221)

Currently based in Melbourne, Chris has always dreamed of becoming an airline pilot. As the aviation industry in freefall, Chris decided to brush up his degree in Commerce and work as a business analyst.

As a graduate, he is intrigued to see that many finance positions value highly of people with experience in IT. Chris believes that the financial sector is ever more intertwined with technology and to learn the basic of IT will soon be a requirement rather than a bonus point on the resume.

With little to no prior experience and academic training in this field, Chris is aiming to grasp the basic understandings of IT to be flexible in the industry he is exposed to.

As a protagonist person (ENFJ-A) who is passionate at things he does and unafraid to speak up when something needs to be said, Chris will be an excellent value-add to the team working closely with the team while building good relationship among team members.

Chris is a visual learner who is best informed with visualised diagrams and notes. As a huge fan of breadcrumb trails, he will appreciate a clear timeline to follow the workflow and deadlines.

Although Chris is forced to change the trajectory of his career path earlier this year, he had since discovered that positions with relationship management and sales would be ideal for him and by being able to pitch ideas, he will be beneficial to the team in future projects.

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Industry Data

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IT Work

Interview an IT Professional

Jess Bayly, Interviewer, Simple B

Rene Cocks, Senior Systems Engineer at Subnet

Monday, 6 July 2020

Jess	Hello Rene
Rene	Hello
Jess	First of all, thanks for taking some time out of your busy schedule to have a chat with me, I really appreciate it. I hope you don't mind that I am recording this and if you want a copy, I can pass it along if you need it for anything.
Rene	Nope, That's OK
Jess	All right, well I'll get straight to it. So you're a Senior Systems Engineer at Subnet?
Rene	Correct
Jess	What exactly does your day to day work involve?
Rene	It kind of changes on a day to day role, a day to day basis sorry. .. like we do here... helping with design solutions, costing solutions and yeah, just general support and implementing solutions as well.
Jess	Right..... and the type of clients that you typically work with for solutions, what fields are they in?
Rene	Yeah, a bit of everything. We touch a few not for profits. Trying to think of who else.
Jess	You guys do Education, like the schools as well don't you?
Rene	Yeah, that's kind of dropping off though. Pulling it all into them self, to try and push any third party providers away but personally myself, I'm kind of accounting and not for profit... mostly around Citrix solutions.
Jess	What is Citrix?
Rene	Okay... So that is a solution that allows you to work from home
Rene	It's come in quite handy over the last few months.
Jess	Right, so due to COVID you have a lot of interest in Citrix at the moment.
Rene	Well I wouldn't put it like that because of the time setting it up for people, but for the people that already got it, have really managed to take advantage of it.
Jess	Ok gotcha. What other kinds of work are you required to do at Subnet that isn't really typical of a Systems Engineer job?
Rene	Look after the front desk.
Jess	Yep, oh so help desk stuff
Rene	Well, even Reception.
Jess	Oh right
Rene	I'll sit in reception if reception's not there.

Jess So if clients come in you might be sitting at the front greeting them?

Rene I'll go and look after them if reception is not there, apart from that though that's probably the only case.

Jess Right, so you obviously have a lot of client relationship experience

Rene Correct!

Jess To get to where you were, did you study many years, did you study a degree?

Rene Yes, I've got a Bachelor of Computer Science

Jess Computer Science, Ok, and was that your goal, to become a Systems Engineer?

Rene Probably not at the time. So Computer Science degree is more focused on programming and that kinda stuff. I was kinda a bit burnt out when I finished Uni I kinda just fell into this path to be a Systems Engineer

Jess What aspects of your work do you find you spend the most time on every day

Rene Um it can change from day to day. A lot of it is UAT and testing

Jess You find you do that on a daily basis, something routinely.

Rene Well it depends, I'm kind of knee deep in project stuff at the moment. I'm kind of just trying to finish off a server refresh for council. All of it has gone really, really easy, until the last bit which is the end user interface bit and that's taking up, taking multiple months because it requires testing and users don't.

Jess You test for months on end, or do you get people to test, how does that work?

Rene We get users to test, cause we don't know how the applications work our self in terms of the finance package or...

Jess Where do you find users to do that?

Rene Clients get volunteers – we get volunteers via our contacts

Jess Do you find any aspects of your work quite challenging?

Rene Probably just keeping up with workload.

Jess Keeping up with workload, so it's just constant busy time.

Rene Yeah, um cause I've got a pretty good relationship with so many clients

Jess It's hard to give them all... the same?

Rene Yeah, same level of service every time.

Jess Do you like the challenge that comes with your job?

Rene Yeah yeah for sure. One day we'll retire and be a IT Manager but we can't do it now because we'd get too bored.

Jess Are there any other areas of the IT Industry that you'd like to work on or possibly move into?

Rene Yeah down the road, when you retire – something less stressful.

Jess Less stressful, so an IT Manager do you think will be less stressful?

Rene Depending on what level it is.

Jess Do you think you'll be a Systems Engineer for a while yet? Can you see yourself changing paths?

Rene Probably not in the next couple of years but maybe after that yes

Jess Do you get to work with new technology? I wanted to ask you when you speak with clients, do you sometimes always have to sell what you work on. For example they might need to upgrade to office 365 but they might have a CFO that doesn't agree with that, do you find that challenging? Having to know that you've already upgraded and you're working with clients that are advanced and then you go back to other client who is still in the dinosaur ages?

Rene I wouldn't say dinosaur age but yes, can be challenging yes.

Jess So your normal 48 hour work week, is that normal for you? or are you on call after hours when things go badly?

Rene Yeah, so I'm on call 24/7,

Jess So that's part of your contract with Subnet?

Rene Yes, well its extra on top of what we already do.

Rene We do get compensated for it... quite generously.

Jess With technologies constantly changing, is there any technologies that you haven't worked with yet? or want to work with given the chance?

Rene All the time, its a matter of only being able to take on so

Jess Like AI or Robots?

Rene I'm thinking more from a product perspective. I think AI and Robots and that kind of stuff is still getting there... Still in the future.

Jess So what kind of programs would you be interested in at the moment but haven't explored yet.

Rene I would like to do a lot more Azure, which is basically Microsoft's public facing crowd offering.

Jess Are you a MAC or a PC guy?

Rene PC

Jess Well I think I might leave you with that. Thank you so much.

Rene That's alright.

IT Technologies

References

1. Blah Blah 2020, 'Why does lorem ipsum hate me?', Pseudowaffle Journal

Acknowledgements and thanks

1. Our thanks to Rene Cocks, Senior Systems Engineer at Subnet for consenting to be interviewed by SiMPLe