**IT Work**

**IT Professional: Gary Lin**

**1. What kind of work is done by the IT professional?**

Gary Lin works at the Academy of Mary Immaculate and his role at the school is the Systems Administrator. He works on the school systems, such as networks, software, hardware, audio and visual. Throughout the school day, he supports staff and students with their technological needs. His work is very versatile as he is often called upon to fix anything related to technology.

**2. What kinds of people does the IT professional interact with?**

During work, he interacts with his small team, teachers, staff and students. In his team, there are two other IT professionals, one is the network administrator, and the other one is an IT helpdesk support person. He also regularly deals with Tech suppliers and other companies that deal with insurance and warranties for the hardware they deal with. Once a week, there is an IT meeting held with all of the other IT professionals in the Catholic network.

**3. Where does the IT professional spend most of their time?**

During the day he is often located at his desk making sure everything is up to date. This includes general software updates and paperwork as he mentions that since IT is an ever-changing industry, new updates are released regularly and thus have to be tested and made sure these updates are distributed to the users that need them.

**4. What aspect of their position is most challenging?**

Gary mentions that the most challenging aspect to his work is working with a very small budget while still trying to maintain all services at a high level. Another challenging aspect to his work is that he finds that the staff and students are not willing to learn the technology and they often expect the IT group to fix their problems. He finds this difficult as he believes that once people start being more self-sufficient, then it saves the staff’s and student’s time.

1. Please tell us about your IT work. What exactly do you do?  
2. Please tell us about the industry you work in.  
3. What other kinds of work do you have to do?  
4. Who are all the different people you interact with in your work? Please tell us about  
them.  
5. Please tell us about your interactions with other IT professionals.  
6. What about your interactions with clients or investors?  
7. What aspects of your work do you spend the most time on? Please tell us about these.  
8. Which aspects of your work do you find most challenging?  
9. Finally, can you share an example of the work you do that best captures the essence of the IT industry?