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Abstract

Document a noteworthy example of working as part of a team

Transversal SKills Year 1

Heading 1

# Introduction

This document will detail a scenario in my workplace wherein I was tasked with working as part of a team to complete a common goal. It will discuss the importance of teamwork in an IT oriented environment as well as describe various instances within the aforementioned scenario in which I was able to apply and improve my teamworking skill. The document will then conclude with how my experiences in the workplace have shaped my understanding of working as a team and its importance as a skill in my role as an ICT specialist.

Teamwork is an essential part of an IT oriented environment. Group projects form many of the operations in an IT company. In Software Development, these projects will be application or web projects, which means that the team working on said application/web project must be able to delegate all tasks involved in development, collaborate on project documentation, work together to ensure that all their separate parts function as one, and communicate effectively with each other in order to ensure that the end product is of a high quality and is delivered on time. These are the skills I had to implement when working as a team to complete a web application.

# Scenario

## Background

I was assigned by my manager to work on a web-based application with another of my colleagues. Helpdesk staff in our ICT unit have a number of daily tasks to perform, which can be time consuming and with some of the tasks, may be security risks due to the manner in which they are executed, due to the fact they involve interacting with databases that contain confidential personal data. Therefore, Helpdesk staff would be better served by an application wherein they can perform all their tasks in one location. I was tasked with designing, developing, and testing this application alongside my colleague. As part of this process, I had to perform the following three tasks in order to work effectively as a team with my colleague.

## Dividing Duties

First and foremost, my colleague and I discussed how we should divide up the project tasks. These tasks were centered around writing up documentation, writing code for the application, and testing the application. We decided, with some input from our manager, which one of us would be best suited for each task, based on experience and knowledge of the systems. As I was the newer, less experienced member of the team, I opted to do the simpler, less complicated code tasks in order to obtain a better understanding of how the system works. I, along with my colleague, chose the sections we wanted to write in the Software Technical Specification document, verifying our choices with each other in order to ensure that we were both on the same page and not working on the same section. I also documented all application features I was working on, in terms of code specifications and use cases.

## Looking over each other’s work

As myself and my colleague were both working on the application documentation, it was essential that all of our work flowed together and was comprehensible. It was also important that all information was correct, as this documentation would serve as an official account of the application development process. Therefore, whenever my colleague finished a section, he would let me know and I would read over it and offer ways to improve it or not if it did not need it. My colleague would also read over any of my sections and offer advice. In doing this, I was able to work effectively with my colleague to create a high quality document as required by our manager as well as learn and teach new things. It is important that a team is able to produce documentation of the highest quality, and this is only possible with effective communication amongst the team.

## Keeping tabs on each other’s code

As my colleague and I were working on separate parts of the application code, it was essential that we uploaded our work at several intervals to verify that our code functioned together and that there were no conflicts that would render the code useless. Whilst I was working on my chosen application features, I would regularly upload my code to our shared repository, along with my colleague who would do the same. By doing this, I was able to run my code with my colleague’s code to ensure that our work was functioning properly as a whole. I was also able to acquire tips about my code by reading over my colleague’s code and asking him any questions that I may have. This is important as it ensures that the team’s output is working correctly and provides an opportunity or two for the team to learn from each other and each other’s work.

# Conclusion

Functioning as part of a team is an essential aspect of working in an ICT environment. It forms the backbone of any projects that are conducted and is an invaluable skill in an ICT environment where ICT staff may be separated into different areas of expertise such as Software Development, Networking, etc, but function as one whole ICT department. Every staff member has a distinct role within the team, be it a project development team or a software development team, but also has a obligation to the team as a whole to deliver what is required of their role and also to aid the team at large by collaboration and communication. When I was given the opportunity to work on a web-based application as part of a team, I was able to experience this for myself. My role within the development team was to write up and documentation and develop code for the application, whilst my obligations to the ICT team as a whole was to produce a fully functional application to aid my Helpdesk colleagues in their daily tasks.