## Introduction

For our teams interview an IT professional, we conducted a live chat using the Discord platform with Mr Benjamin White, a senior network engineer who currently works as a MSP or Managed Service Provider for Transport NSW. Mr White was given a set of questions beforehand for the main interview and was also nice enough to give some of us Q & A time prior to finishing up regarding any questions the members of group 14 had regarding his job, career progression and the IT field in general.

## The type of work done

As a senior network engineer, Ben is part of a team responsible for the design, implementation and management of his clients’ networks & infrastructure’s hardware and software. He has six people working directly underneath him while also being on call to major fault events that may happen from time to time.

Being response-based and heavily within the confines of tender based contractual obligations , it is his role to step in when lower tiers engineers (known as L1 and L2) can’t find solutions to their ticketed problems or when the issue of time and money is of paramount importance.

On the software side, using technologies such as bash and python, he works hand in hand with both these lower levels but also simultaneously his own management teams to ensure problems are fixed on time and on budget. Ben stressed the importance of this when he explained some contracts can be as much as $100,000 per month in penalties if issues aren’t corrected as soon as possible.

Ben began as a L1 MSP just five years ago working on a host of different problem solving issues – things like broken equipment, bad cabling or routing, user errors, power outages and other general tech support items for a multitude of clients. After two years he found himself wanting to concentrate on a single client and he so he moved up to L2 and then L3 for Transport NSW in his MSP.

## Interactions of the IT professional

Ben works with six direct reports under him and a plethora of other clients, architects and service living managers. He also has interactions with his own manager and several account managers whose role it is to make sure Ben and his teams aren’t bleeding money on fixing things.

As Transport NSW is a public entity with a very large public userbase, occasionally he may even have to interact with the Minister for Transport and their team to prevent or correct issues which have a real-time real world effect on people using their services such as the buses and trains – not only to adhere to his obligations but also to prevent any political backlash on failures to the services his team renders.

## Where does this IT professional spend most of their time?

He spends most of his time between multiple locations, the office, client sites as well as a data centre. Work is generally split between a schedule of two days remote work and three days working on-site, although can vary with over-time and in emergency situations such as large network outages.

## What aspect of their position is most challenging?

Most challenging part of the position was dealing with clients and working under pressure. He told of us a time when the train systems scheduling computers on the platforms were down and having issues and even the NSW transport minister was involved due to the possible political ramifications of this. Another challenging situation was when there was large network outages affecting a data centre, and he had to solve the problem under the watchful eyes of clients and outside contractors.