**IT Work**

[*https://www.youtube.com/watch?v=om8AygYdrto*](https://www.youtube.com/watch?v=om8AygYdrto)

*‘Day to Day Work Life in Information Technology - What do I do?’*

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

On a day to day basis, the IT professional, who’s title is IT Systems Technician performs a range of varying IT tasks and assignments. This can include checking and creating tickets, answering phones, performing computer imaging as well as creating and managing user accounts. Furthermore, the IT Professional is also responsible for going out into the field and into business facilities to troubleshoot issues with computer systems. Overall, the main responsibility of the IT Professional is to use a variety of directory, imaging and troubleshooting tools to do the work in his portfolio.

1. **What kinds of people does the IT professional interact with? Are they IT professionals? Clients? Investors? The general public?**

While doing various work in his portfolio, the IT Professional interacts with his fellow colleagues on almost daily basis, as the job requires an aspect of team work and cohesion to ensure that tasks are done fully and properly and in a timely fashion. The IT professional’s job also requires the engagement and meeting of clients and other employees at business facilities offsite.

1. **Where does the IT Professional spend most of their time?**

The IT Professional spends most of their time in their offices working with and around their colleagues on day to day tasks. When they are not on site, they are spending time at various business facilities consulting and troubleshooting systems with other company employees.

1. **What aspect of their position is most challenging**

The most challenge aspect of the IT Professionals positionis juggling the many tasks, deadlines and spontaneously occurring problems that occur in and around the workplace. Furthermore, making sure that systems are well managed, backed up and operating normally is most challenging as a critical failure can result in a backlog of troubleshooting and administrative work.

<https://www.youtube.com/watch?v=Rt3rLVJTTAw>

# *‘A Day in the life of IT Specialist’*

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

The IT Specialists daily job revolves mostly around administrative tasks such as answering phone calls, emails and more hands-on tasks such as traveling to company branch locations and performing system upgrades and maintenance as well as troubleshooting a variety of different system issues. Furthermore, the IT professional is also responsible for attending meetings with management.

1. **What kinds of people does the IT professional interact with? Are they IT professionals? Clients? Investors? The general public?**

The IT Professional interacts with many different people on a daily basis as part of his job. This includes working in conjunction with fellow IT professionals in the workplace as well as other employees who require IT troubleshooting and maintenance services. Interacting with administrative management is also something the IT Specialist does on a regular basis. As part of his portfolio, the IT specialist also interacts with external employees of the company he works for.

1. **Where does the IT Professional spend most of their time?**

The IT specialist spends most of their time in the head office of the company, working on administrative tasks, troubleshooting and system maintenance work. Alternately, to perform the essential task of on-site troubleshooting, the IT Specialist travels to various company branches and facilities.

1. **What aspect of their position is most challenging**

The most challenging aspect of the IT Specialists profession is juggling the many requirements and aspects of the job. Whether that may be troubleshooting problems as they arise, while answering emails and phone calls regarding a separate issue. Moreover, the multitude of responsibility put in the hands of the IT Specialist makes the job that much more challenging as meeting all the requirements and company deadlines can be tough when juggling multiple problems and systems.