**IT Work: Interview part (With Matthew Shillam)**

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

My title is “Senior Applications Developer” and I develop web applications and databases for a State Government Department. The projects are small, one developer only (which is good) and I am involved in Business negotiation, design and development of the projects.

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

I mainly interact with “business” – the clients and users of the systems that I develop. These are generally not IT professionals and have little understanding of the details, resources and possibilities that Information Technology can provide. As all the projects I work on require only one developer to be across the whole project, from design to implementation, there is no other developers or development team that needs to be managed. The only IT professionals I need to be regular contact and require good working relationships with are the T support team who manage the servers (where my web applications reside) and the databases. They also maintain the DEV, TEST and PROD environments and control the release of production systems.

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

I spend most of my time writing code (using C#) and designing and developing SQL Server databases. However this is less important to the time I spend working with clients – the staff within the develop who will be using my system. A lot more time can be wasted in developing systems if the design and interaction with clients isn’t conducted properly and maintained throughout the life of the project.

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

The most important and most challenging aspect to my role is managing expectations. It is important to outline to clients the rich possibilities that IT can provide but also be careful not to over promise. I am more interested in producing a stable system and gets delivered on time than with stringing out work (and pay) – by not managing client expectations I risk the project residing in “DEV Hell” if System Requirements change and the project lags in Design time.

The second challenging aspect of my role is the ever compromise between good design and good implementation. Modern tools take a lot of the boring repetition of coding away so more time can be spent on designing the system. A perfect design however, is never possible and to produce a system that works well invariably requires compromise. Getting that compromise between good design and code and a working product is most challenging.