Interview Template

USER INTERVIEW NOTES	
Industry	Computer Science
Interviewee Name, Age	▮▮▮▮▮▮
Job Role, Organisation	Software Engineer, ▮▮▮▮▮▮▮▮▮
Interview Intent	Job write-up, Q&A	DITL Video	Live Chat
Interviewed by:	Rebecca
Note Taker:	Rebecca
Date/ Time of Interview	27 Aug 2020
Acknowledgement in OMW	Yes	No
Feature in DITL video	Yes	No	NA
Participate in Live Chat	Yes	No	NA

INTRODUCTION
(Lead interviewer) Hi, I am _____ and this is my team-mate _____, we are interns from NYC's Transformation Office. Thank you for taking the time to speak with us, we really appreciate it! **About the project** Before we jump into the interview, allow me to give a brief introduction to our project. We are working on a website called On My Way, OMW in short, that aims to provide youths aged 16-24 with consolidated information to explore different industries and job roles to make career decisions more confidently. hellos Through our conversation, we hope to gain candid insights about your job and the industry you work in. Candid information is not very easily available online, so this will be really helpful for youth who are deciding on their future pathway. We will be transcribing your responses, but the transcripts will be kept strictly confidential. Information from the interview will be used in the Know-It-All segment of the OMW website which is the segment where consolidated information about each job role is presented. Do you have any questions regarding OMW or other concerns you might have before we begin?

INTERVIEW QUESTIONS

1. We understand that you are currently working as _ software engineer_ in __ ▮▮▮▮ ___, how many years have you been in this role?

   Software engineer for 1.5 years in ▮▮▮▮▮

2. How would you describe your job in a liner to a young person who has never heard of your job before?

   Making use of coding to help you do something. Have to learn and adapt fast as software and industry is always changing (e.g. intel).

3. Have you always wanted/aspired to be a __ software engineer _ / in the _____industry?

   Was exposed to coding in Secondary school and found interest in coding.

4. Could you now share with us what goes on in A DAY in The Life of your job role?

   30% coding and programming, 40% meetings with internal and external stakeholders, 30% planning (code the different functions).

   In addition to dealing with software, his team is also involved in system, deployment and maintenance.

   a. Could you tell us about the work environment, and what the working hours are like?

      Usually 9-5pm. Depends on the company, may need OT. Also, he will need to do site visits. .

5. What do you enjoy most about your job?

   Having a good team. Don't have to interact with people too much for work and most of the time is used on coding work itself.

6. What do you find challenging or difficult about your job?

Cannot google search for a solution as he is usually solving a problem that has not been solved yet. Constantly thinking about the next thing that they can make/ improve on..

Transition: Thank you for that (referring to sharing from the previous Q), I'll like to move on to seek your views on how one should prepare to be ___ software engineer ____.

7. How can someone prepare for this job? What steps should they take?

Building up on your skill sets is important.

8. Can you share what your education pathway is like? Did your decisions help you to achieve this job/career?

██████████████████ in Multimedia and Infocomm Technology. University ████████████ of Science in Computer Science.

9. How did you know/find out more about your job? (To find out how they got to know of vacancy, any portals they used etc)

Was being headhunted by people.

10. Are there any requirements for the job? What are some of the skills needed?

Soft skills:
Time-management
Having interest
Be realistic (not just aim for big tech companies like Facebook, Amazon, Google)

Hard skills:
Coding (JavaScript, Java, Python, Hadoop)
Machine Learning - NLP (Natural Language Processing)

11. What is the career progression for this job role?

Software Engineer > Senior Software Engineer > Staff Software Engineer > Principal Software Engineer > Director

12. What is something nobody told you about being a __ software engineer __? Or something you wished you knew before taking this job? Or something you wished people knew about your job?

Handling team member expectations.

13. What advice do you have for youth who want to be a __ software engineer__?

Don't aim to be a software engineer, learn how to code and acquire the necessary skills.Data structure and algorithms.

DITL request

Thank you so much for your sharing. Besides providing relevant content on __*interviewee's job role*__, we are producing a series of "A Day in the Life" videos to provide youth with a quick view into actual lived job experience of young working professionals.

For this video series, we are looking for individuals who are willing to share actual scenes of their jobs in a vlog/in front of a camera. These short 3-4 minute videos aim to provide engaging and lighthearted bite-sized information about work-life across jobs in various industries. Filming for these videos will start in September. Your job role is also one that (is visually interesting/youth are not normally exposed to) and thus would be beneficial to film a Day In The Life video for.

Will you be interested in partnering with NYC for this video shoot?

if yes
Thank you, we will follow up with more details such as the schedule via email.

NA - Confidentiality issue (in military no cameras)

Let's Talk request

Thank you so much for your sharing, besides reading content on various job roles, we are also looking for industry professionals who can provide a direct and personal channel for youth to clarify their doubts on specific jobs via live video chats in our Let's Talk series.

The Let's Live Chats are around 30-45 minutes and tentatively scheduled between November this year to Jan next year.
We really enjoyed speaking to you, and your job role is one many youths are interested in finding more about. Your wealth of experience and insights would provide clear insights into the industry that would be greatly beneficial for them!
Hence, would you be willing to partner NYC in the Let's Talk Live Chat series for ____*job role / industry*____?

If yes
We will send you more details and follow up with you via email.

Agreed

EXIT

Before we end our interview, we'd like to ask if you'd like to be included in our Acknowledgements page, which is a list of individuals and organisations that have supported us in our development of the website.

With that, we have come to the end of the interview. That was really enlightening, and your insights were very helpful. Thank you for your time!