**IT Work**

We have chosen to interview an IT professional. The IT professional we interviewed is named Bill and he is a classmate of Daniel’s in his Certificate IV of Cyber Security.  
We had asked Bill if it was ok to voice record the interview but he kindly declined.

Transcript of the interview as follows:

*Team:* Thank you for taking the time to take the interview for our group assignment.

***Bill:***  It is my pleasure.

***Team:*** So, Bill, please tell us about your IT work. What exactly do you do? What is your exact job title?

***Bill:***My exact job title is a Solutions Architect. Part of my job is to plan; define the scope and vision of programs we are to make. I also assess the feasibility of the proposed program and help organise delegating roles to the team. We are a team who designs and produces solutions that do not currently exist.  
We are also involved with talking to our stakeholders, gathering specifications and requirements, providing analysis to the project and the technical requirements needed to achieve the goals.

***Team:***That sounds like a lot of work! Can you please tell us more about the industry you work in?

***Bill:***The industry I work in is not strictly an IT industry. We actually work for the government-industry. We are a small in-house custom software development team. We take requests from our stakeholders who work in government and provide solutions from them. We are an end-to-end solution development team, meaning we plan, create, test and deploy.

***Team:***What other kinds of work do you have to do or is it a static role?

***Bill:*** Even though my official title is Solutions Architect, like I mentioned earlier, there is a lot of jobs to do. Being an end-to-end solutions team, we are in charge of developing and testing our creations. We are also in charge of the project management and business analyst side of things. We also provide our stakeholders with post-release support. My job is definitely not a static role.

***Team:***  Who are all the different kinds of people you interact within your work? Clients? Investors? General public? Internal facing, so only colleagues?

***Bill:*** Being an in-house development team, our clients are all internal, as in they are government officers, managers and directors. Our clients are mainly situated in Canberra but we do get requests from other states too. We do not deal with any public clients, but we do have to meet face to face with our government clients, sometimes travelling interstate; other times through skype.

***Team:*** Please tell us about your interactions with other IT professionals.

***Bill:*** In terms of IT professionals, we mainly interact with our team. We also interact with specific service providers such as the admin team that maintains the servers in Canberra and network infrastructure technicians from telecom companies, specifically Optus.

***Team:*** What about your interactions with clients or investors?

***Bill:*** Initially, our main interactions with stakeholders is to gather requirements for our business analysis. Once we have established the request and feasibility of it, we will start developing the program/solution. We will periodically show presentations to keep stakeholders updated on our progress as well as future planning and scope.  
We also provide our stakeholders with training delivery, so all the relevant manuals, how-to’s, cheat sheets etc. and help desk support.

***Team:*** What aspects of your work do you spend the most time on? Please tell us about these.

***Bill:*** There are no secondary roles in my work, all are equally as important. If I had to segregate time allocation, I guess it would be approximately 30-40% development time and 60% for the rest of the project such as presentations, stakeholder engagement etc.

***Team:*** Which aspects of your work do you find most challenging?

***Bill:*** The most difficult aspect of my job is dealing with higher-up government officials. We get clients that have no technical understanding of what is involved in a software development life cycle. We also get requests that are unfeasible but because we have done impressive solutions in the past, the expectation does get unrealistic at times.

***Team:*** How has your role changed over time?

***Bill:*** I started off doing database programming, working with SQL. I then moved onto IT consultation and joined a team as a consultant/developer. Due to my expertise in programming, I was asked to suggest solutions to existing problems.  
I began getting involved with stakeholder engagement and solution conceptualisation.  
Moving forward, I am now in complete ownership of my projects.

***Team:*** Wow, that is super impressive! Do you get extra time at work to do extra learning or does work supply you with skill up courses?

***Bill:*** To be honest, the training is few and far between. I was working for about 2 years before training was formalised. We needed to negotiate with the higher-ups for further training, but to get to that point, we first needed to prove ourselves.

***Team:*** How is your job satisfaction?

***Bill:*** Job satisfaction is great! Due to the nature of our team setup being an in-house development team, flexibility is pretty high as we are self-managed. As long as I fulfil the hours required, I am not required to be in at 9 am sharp etc. What really matters, is producing a quality product in an expected deadline and the results speak for themselves.

***Team:*** That sounds lovely! What is your/company position structure? i.e. junior, senior, supervisor, management?

***Bill:*** My role is a specialist role, but I am not restricted to just that. Our teamwork as equals or peers, so while there is a lead, everyone gets treated equally. If in the case, the lead is not at work, I sometimes take on that role too.

***Team:*** Did you always want to be a programmer? Was it a childhood dream? Do you have any other aspirations?

***Bill:*** My interest in programming started when I was in junior high. I had just got my first computer, which I believe had a 486DX CPU, running on Windows 97, it was a long time ago haha. I discovered about overclocking and back in those days, to overclock a CPU meant programming code to carry out an overclock, not like nowadays with a few clicks in the BIOS!  
This intrigued me, as I was able to manipulate hardware with code.  
During high school, I did a lot of programming and was always trying to improve things with my programming like desktop customisations etc.  
This all lead me to my current job, designing and creating solutions to improve things.  
I want to further my career by utilising my skills to make devices more secure, hopefully moving into cybersecurity space.

***Team:*** What aspects of your job are boring?

***Bill:*** I love my job, so the job itself is not boring at all. If I had to pick a boring aspect, it would be team meetings with the director. They can stretch out to almost an hour at times which does get quite dreary.

***Team:*** What qualifications have you attained?

***Bill:*** I have completed a double degree in Bachelor of Computer Science & Engineering. I have also completed my Master of Business Information Systems.

***Team:*** Last question for today Bill, can you share an example of the work you do that best captures the essence of the IT industry?

***Bill:*** I guess the essence of the IT industry is reflected in our development team as a whole. Being an end-to-end solutions team, we carry out development as well as technical analysis. If you viewed our projects from start to finish, it represents the life cycle of software development.  
Being in a team also captures another important aspect of IT, which is teamwork!

***Team:*** Wow, that was a very informative interview Bill. We just wanted to express our thanks once again for giving us your time for the interview.

***Bill:*** No worries at all guys, good luck with your project.