

IT Work

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IT Professional Interview
with Rama Chinta,
Solution Architect at ANZ Bank

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

An Architect is known as someone who envisions and plans a design for a new structure, whether it be a skyscraper or a bridge. A Solution Architect can be seen in a similar manner for the field of Information Technology, they plan and deliver the framework for the software solution.

Mr. Chinta works in the banking industry and deals with solution design and architecture, working end to end with the solution, meaning that he will meet with the stakeholders from the beginning to identify the requirements needed by the business to the release of the solution. As he is also the architect, he will be involved in directing the development team throughout the solution to make sure that it is aligned with the framework set by him and the requirements of the business.

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

Being a Solution Architect, Mr. Chinta has to deal with the software solution from beginning to end, this involves interactions with many different people in different positions. Mr. Chinta begins his interactions with meetings between business users and vendors to identify the key requirements that will need to be created in the software solution. Once these requirements are found, the rest of his interactions are done with his technical design partners (developers) to build the solution. To summarise, his role as a solution architect involves with communicating with Clients and other IT Professionals.

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

A key role of a solution architect is to work and lead the development team mentioned in the first question, so it comes with no surprise that Mr. Chinta spends most of his time working and guiding the development team to build

the software solution to match the criteria that is needed. However, his work with the development team begins after the framework and planning is done for creating the solution, this is when Mr. Chinta spends his time with business analysis and design forums to design the solution and build a plan of requirements which will be used in the development stage.

4 What aspect of their position is most challenging?

"IT is a profession always dealing with challenges". Mr. Chinta believes that there is not many things that are not challenging in his position and in IT generally. As every new project is a new task with new requirements and deadlines, there is no stage where there is no challenge. Some specific challenges he faces in his role as are convincing the stakeholders that his solution for their problems are correct and not missing any requirements during the development stage. Influencing the stakeholders is a challenge according to Mr. Chinta as they don't understand how their idea's can be translated into the software but continue to argue for their way. Convincing the stakeholders that his solution brings forth the right outcome is pivotal in making the solution realistic to build. Missing key requirements during the development stage causes a backlog in the development schedule, pushing the deadline back or in some situations, making them start the specific development section over again.