Interview with an IT Professional

I had pleasure of interviewing Danish Moosa who is Senior UC Engineer (UC is Unified Communications) and software management.

What kind of work is done by the IT Professional?

Danish looks after the system configuration, improvement and is involved in troubleshooting for internal colleagues. He also does programming as required and is on a path of consistent learning. Monitoring the Network Management System and alaram monitoring.

Network Management System is *an application or set of applications that lets network engineers manage a network's independent components inside a bigger network management framework and performs several key functions.*

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

Most of the interactions are with CTO (the technical director), the engineering team (this peer to peer and TAC services (which is the ticketing system) for clients to raise issues.

Where does the IT professional spend most of their time?

Most of the time is spent on Projects, adding value to the products sold on the platform, troubleshooting, training, and improvements.

What aspect of their position is most challenging?

The most challenging aspect is the lack of documentation, which has been neglected over the years or not written in a manner that is useful or meets the requirements. The other aspect is the difficult of programs not behaving in the manner they should which requires troubleshooting and assisting colleagues in working out the solution or developing a solution in-house.