**IT Works Interview: Bryce Honey**

**Interviewed by Alex Ball**

Bryce: Good way to start your video

Alex. Haha. If anyone actually watches it. There we go

b. your assessor should watch it

a. yep, alrighty so thankyou Bryce for letting me interview you, um first of all tell me about your IT work, what exactly do you do?

b. so right now um I am a project coordinator and uh network administrator I am working towards my CCNA qualification so um I am going to, I am in charge of updating the um the navys networking equipment, so switches, routers firewalls packet shapers uh all that sort of stuff

a. yep

b. so I am in charge of that project um for a company called With you With me, who specialise in uh getting ex veterens and veterans families and neurodiverse people work in technology and the information technology industry um so uh my day today is sort of planning the roleout of this new equipment, assisting with the confiquration and then doing the install

a. awesome

b.so at the moment the project is in the planning phase still very much in the planning preparation stage um but that is sort of my day to day really

a. cool so for the kids playing at home whats a cca qualification?

b. CCNA?

a. yep

b. so its Cisco Certified Network Administrator or associate? I think its associate, um so essentially it is a networking equipment by Cisco uh you go through you learn how to confiqure all of the equipment um get it ready for large scale or small scale networks um so its um one of the biggest certifications that I have done, that’s the collection of books there, there is two of them (Holds up books) um but essentially uh it covers everything from what a network is to network security to uh how to configure a switch hwo to confiqure a router, all of the different layers of a network and whats involved in the network and things like that. So but its mostly focused on the cisco side and all that.

a. yep cool, so would you say your, your role within the industry is mainly for servers and networks?

b. uhh at the moment its more networks, I have worked with servers and um that sort of stuff in the past though, and end points and that sort of stuff as well

a. ok cool so do you do many cyber security as a part of that?

b. so the cyber security we is mostly around the configuration around of the switches and routers um and the way that we configure that to make sure that uh not anyone can just access it essentially, but the yber security aspect is controlled well above our, of the stuff that I work on is controlled well above where we work so its outside of our control, we just implement the policies that they want us to do.

a. ok cool, umm so we already sor of covered it but the next question is what industry do you work in so? So defense at the moment?

b/ so defence is where I am at the moment um but I’m a general technologist is probably the easiest way to describe what I do uh as well as project management so uh defence is my specialisation because I was, I wore uniform for uh 15 years so,

a.yep cool so uh a part of your role have you got any work you do that is not IT related, so do you do any customer facing or anything like that?

b.so im very much customer facing because im dual hatted um in what by that what I mean that I uh im doing my network administration stuff um butim also wear 2 other hats m 1 is a project coordinator so umm that includes all of the planning um of the actual project itself uh getting uh getting all of the equipment making sure that the ships that we are upgrading the equipment on that the buildings that we are doing the network upgrades in that they are available to us when we need to do it uh, that the team is doing what they need to be doing, because there are guys that are on the project that are a lot smarter than me uh in the technology space uh that making sure that they are uh staying on task essentially um and uh um future planning is the big one its making sure that we have that schedule and the are sticking to it and a little bit of budgeting um in my role I don’t have a huge amount of budgeting but I do have a little bit of stuff that ive got a budget there that I can spend to train my guys up um and in addition that I am what With you with me (WYMY) call a squad leader so um we develop at WYWM small teams that uh my team is only 3 at the moment including myself but we are going to expand that um and we get deployed to a company. So for example uh for us at the moment we are deployed to IBM and they are supporting the navy in this network refresh so im the leader of the WYWM guys like im their direct supervisor. Essentially. So then I am also doing a bit of training, a bit of training and development as well some courses as well as um that’s sort of very few and far between but im helping WYWM with that a little bit as well. So plenty plenty plenty to do.

a. awesome so while we are on that note get them to have alook at their introductory course on the uh the history of computers, they have missed a lot of a lot of actual verbalisations

b.so I was working on that on Tuesday, Wednesday last week so ive got assigned that to do a review on it and I essentially said the same thing so when a lot of those course were created there was some very um, they were created out of necessity and very quickly where now we are in a position where we are able to, we have people like myself and my 2 guys that work for me brett and nathanial where we have the capacity to review that and then make is better essentially to put it simply um we are as a team working on introductory to networking or introduction to networking and uuh the uh introduction to computing, I don’t I cant remember the exact names of any of the, that basic computing one ,

a.i went through a bit of that to have a look and I was like uhh that is missing quite a lot of dialog here,

b.yeah the thing is that its designed more for so for someone who is 100% not never doen anything in the technology industry uh because they look at guys like um uh ex army infantry guys like someone who has really uh not have used computers at all that theyre main job is to carry backpacks and weapons and and uh run headfirst into fire and we are transforeming them in from infantryman to um to technologists

a.cool awesome so we have already covered a little bit as well what sort of other people to you interact with in your work? So obviously you interact with IBM is that your main point of call?

b.so I main day to day stuff I mainly work with the IBM guys so their project co-ordinator who uh chanika is his name, very lovely man very good at what he does umm as well as uh the IBM project coordinator uh who actually I think they call her a delivery coordinator manger Fiona who um uh so theyre our @WYWM our first our frontline customer being that we are subcontracted to them, our endpoint customer is Navy and defense so I have quite a bit to do with um the engineering staff uh at the nvy because of where we are deploying new equipment on to their ships and into theyre base so we have got to make sure all of the power and um heat and all of that stuff of the equipment is the same as much as we can do, um hugh khan is that dudes name he is an navy engineer and I deal with him of daily if not every other day and but I also to give you a range of people I deal with the guys who work directly with me on a day to day, all of thr way up to the uh executive team at WYWM uh so our CEO, CFO and CTO guys uh on a daily basis I talk to the CTO’s scarlet .

a. tom tom and tom?

b. yeah the Thomas’, the tom’s as I like to call them

B: so you’ve got tom mall, tom larder and Thomas Minot so they were three of the originals, uh too many toms just like the old Simpsons quote of too many homers but then I work all the way up to into fisso which is the Fleet Information System Support Office for the Navy which is an IT support organisation and I work with one of their project managers Amber Kruger. She ah, I think she is a delivery manager now and she is in charge of a huge range of projects that the navy is currently implementing and ah and trying to roll out across our IT systems as well as a little bit of reaching into other projects aswell that are outside of our direct day to day because theres other projects that are going on that have a direct, either what we’re doing has a direct impact to what they are doing or vice versa what they are doing directly impacts what were doing. So yeah it’s a wide range of people that I deal with from the entry level guy all the way up to like the CEO, I talk to my CEO every second day, um to the CTO every day to project managers to engineers. All the way across I talk to a wide range of people so I sit right in the middle at the moment.  
A: Awesome. Um now, How do you mainly interact with everyone else in your team? Is it mainly in person or is it over the internet or ?

B: So mostly because of the times at the moment, you know covid restrictions and alike um mostly over the internet via teams. We’ve got a teams chat with Brett and Nathaniel my two guys where we either chat or video uh I try to video them as much as possible especially considering those two guys are in Sydney.  
A: OK

B: SO they’ve been in lockdown now for 200 days now or something to one try and help with their mental health and two just to humanise it a little bit more because you can send someone a text or a chat message or whatever you like but there’s no emotion attached to it its very dehumanising so I try to either call them or video them as much as possible so that’s my two guys that directly report to me but most of the time with the engineers like the network engineers that IMB have um Fiona the delivery manager and charnica its generally on the phone because they are using the defence system and it doesn’t support video. Um and or via the chat services that we have on the defence system. The short answer is either chat or teams essentially um but try and humanise it as much as possible, im a big fan of picking the phone up, having a conversation with someone otherwise its very detached

A: And very easy for something to get lost in translation

B: Yes, exactly right because as I said before there’s the lack of emotion attached to text.  
A: Um so similar question again and you’ve pretty much just answered it. SO how do you interact with clients and investors – its via phone most of the time or chat services um if we weren’t in the middle of COVID would that be in person like would be travelling to the job

B: Yeah, so I’ve been up in cairns I sort of fill two roles, one a remote project coordinator and two I’m the cairns network administrator um but being that I’m the team lead and the project coordinator I would be travelling more, or I would be travelling because I’m not travelling at all. I would be travelling to Sydney, probably monthly I’d say for a couple of days um but look we will find out early in the next year when things start to open up again but I’ve done the one trip to Sydney so far just to do the project kick off and that sort of stuff but there hasn’t really been a need to travel but when we get into the deployment phase of the project where we are rolling the equipment out the intent is to travel to Perth a bit, Darwin and then to ideally be in Sydney for the first roll out of stuff as well. The short answer is yeah ill be travelling a little bit.

A: yeah ok cool. Um so you’ve touched on your wide range of hats and roles but what would you spend most of your time on?

B: umm most of my time, at the moment because of the phase the project is in, its project co-ordination. Less hands on in the technology space in the sense that not configuring switches and routers on a day to day um outside of doing my CCNA study. However, um so to directly answer your question at the moment day to day is very project co-ordination role based. But when we go into the deployment phase it will be very much hands on and I know my two guys Brett and Nathaniel they are very much chomping at the bit to get in and get hands on were just waiting for the delivery of the equipment at the moment.  
A: ok cool so at the moment more co-ordinating and managing but as the phases roll through the project you’ll move more to the hands on actually configuring routers etc.

B: yep   
A: yep cool, to easy. What aspects of your work do you find the most challenging?

B: oh that’s a good one. Ahh, so I, my wife and I actually talk about this a lot um so the big thing for me is remaining political so uh wearing a uniform for so many years um, it was very yes sir, no sir, three bags full sir. Uh where that’s not my personality im very much a “why”, ok that’s a dumb idea why can’t we do it this way?   
A: yep

B: for example but being the bogan that I am its very much trying to say that in a manner that the client being whether it is IMB or defence um don’t go oh well this guys unprofessional where its not the case, im trying to make it as professional as possible um whilst also making life easier for everybody – does that make sense?  
A: Yeah so im laymans terms it’s the customer service aspect of it – to put it simply.

B: yeah, yeah probably  
A: overall keeping the customer happy while at the same time telling them their wrong, really.

B: yeah essentially, yep because I have worn uniform for so long and I know how that process works um and the way defence do things and have done them for a very long time, something I always say especially to my guys because they are both recently fresh out of uniform is that just because something has always been doesn’t mean it always has to be. So changing that cultural change and that um process change is to one make things easier and two and um less complicated, means that its against the norm of what especially defense anyway have been doing for a long time. So to be able to get that whilst being able to provide the service to the customer whilst also saying alright I think we need to realign to industry because ive had that 18 months now out of uniform and I understand um business industry rather than defense industry as well so, uh defense is doing alright at that it’s just making sure we are getting that message across in the right manner.  
A: Yeah ok, awesome, we are pretty much up to the last question now anyway – so finally can you share of an example of the work you do that best captures the essence of the IT industry?

B: Hmm, do you need a current one or a previous one.

a.Uhh more what you are doing now

b: ok so um

a:but what at the end what you have done in the past would be alright as well

b:so overall the project that I am working on at the moment is very much about modernising the network equipment right so the networking equipment that is currently in place is lets just say old its probably the politest way that I could put it umm, and ill put it in a different way it is old enough that we could not find replacements parts for broken equipment

a:right

b: we had to get custom made, very much so obsolete, they have been obsolete for a while umm so to so that gives you context, but to answer the question directly it is um best encapsulates the IT industry? Was that the question?

A:yep

B: yeah so essentially it is modernising IT for the defense to be able to do their job, think of defense like a business right umm if lets just say they are a coffee shop, um and one of their shops is lets use coffee club as an example and one of their sttores around the country is all of their different ships and theyre all connected to the internet and the internet then connects to the store and the store then has its tills its pay systems so on and so forth right um they go out of date and they create a cyber security vulnerability to sort of reach back to your question earlier um and then theres those holes and that ease of external interfearence or external damage I suppose you could say where by doing the project that we are working on at the moment we are modernising the equipment so its creating It more security hardened its also allowing for greater control and configurability by the local administrators so theyre not so reliant on external service providers because think about navy, we will detatch from that business model for a second, navy they go out to sea theyre on a satellite system, that system isn’t always available so the local administrator who Is on the ship is in charge of making sure the system runs properly, so with this old equipment they are not necessarily able to do that because if they play with something and It like some of these equipment is so old that its they if they update say a port of a switch, it requires a reboot of the switch, that switch may not come back up

a.yeah ok

b.so im modernising and updating that, we are allowing them the ability to have that control and even ease of administration um essentially um aligning with best IT practices is the direct answer to your question umm, yeah that’s probably the best way I could put it aligning with modern IT practices or industry practice I should say

a.cool so increasing security and making it more user friendly pretty much  
?

b. administrative friendly yeah, not so much user it allows for user reliability rather than user friendliness but that continuation of service for the end user is the main focus of the project essentially

a. so more individual control per store or ship

b.yep exactly

a.yep

alright I thinkg that is everything I have covered

thankyou very much for giving your time up for this interview, we really appreciate it, thankyou very much,

b.no problems

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