

## Reflection Paper 6 - Interview

50 Hours Gained from 4/6 - 4/19

**Interviewer & Position:** Cameron Vegas - Operations Intern

**Interviewee & Position:** Camden South - Bench/Onsite Technician

**Date:** 4/17

**Question 1:** What are the most important knowledge, skills, and abilities needed by someone in this field?

- **Answer:** “I definitely feel that the best skill you can have is being able to research and/or Google. There’s plenty of situations in a single day where I meet a road block on a device or project that I’m working on and the only way I’m able to surpass is it either by elevating it to a technician with more knowledge than myself or do my due diligence and research as much as I can find. In my opinion, that skill pairs with being able to be persistent and not give up easily when trying to figure things out. Technology can be extremely frustrating and complicated but as long as you do your best to research it and troubleshoot you will be successful at your job.”

**Question 2:** What would good entry-level jobs be to reach your current position?

- **Answer:** “Technically, my role is the entry level position for most other IT jobs but there are some other roles that would definitely funnel into this with the added benefit of prior knowledge. Ones that come to mind off the top of my head are jobs such as the Geek Squad at Best Buy and other computer hardware positions. Another one, which I’ve seen to be a bit more rare, is being a network infrastructure technician. This gives you an idea of how building physical network infrastructure is laid out as well as lots of experience with doing network cabling.”

**Question 3:** What are the most difficult aspects of your position and why?

- **Answer:** “Like I said before, definitely hitting a lot of road blocks while working is one of the more difficult aspects of the job. It can be a double-edged sword though, as every difficult scenario I run into and conquer I learn more and become a better tech for it. Another difficult aspect is having to run around to different client sites continuously, this can be a bit physically exhausting but it isn’t horrible. This also is double-edged though because I get a lot of communication with clients which helps me build my communication skills. Lastly, I’d say another difficult aspect is just continuing to learn. When I get home I’m burnt out sometimes and don’t care to do any extra research or dive deeper into my passion but it’s important to do so.”