

Interview

Razaz Fakieh

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The interview relates to the conversation between the IT consultants working in the airline industry. The interview is the discussion between Mohamed Rajkhan who is the IT specialist who works in Saudi Airlines by interviewing the IT consultant working in a reputable IT company in the United States with vast experience in information technology. The essence of the interview is to help the audience understand the tremendous changes and challenges in the IT sector that have played a crucial role in understanding the complexity of the IT related issues and offer an alternative solution.

Name of the Interviewee: Razaz Fakieh

Date: 13/11/2019

Place/Method of communication: Face –to-face communication (FaceTime).

Duration of the Interview: 2 hours.

Interview Questions: structured and semi-structured questions

(The IT expert enters the room in the morning as they exchange pleasantries regarding the issues in life and the approach to information technology).

Me: Good Morning.

IT consultant: Good Morning, how are You?

**Me:** I am good, Pleasure for keeping time to have the long awaited conversation on the future IT and the general information technology that is affecting the current organization who are not using the information technology in managing the business.

**Me:** What is your Job title and where do you work?

**IT consultant:** *(Clears his voice)* Information technology is life and it is a basic concept in the business organization not only in the Saudi Airline. The tremendous growth in Information technology has led to a series of interventions that have been key in diagnosing the future problems related to IT.

**Me:** Well said, Information technology is a key strategic tool for enhancing and improving the business processes. Do you think IT problems have solutions?

**IT consultant:** *(laughing)*: The IT consultant has a tremendous solution but not all depending on the need and urgency and experience of the expert. However, some problems related to IT may not have a complete solution because of the nature and complexity of the problems and dynamic of the business. However, several IT advancements are being offered to provide the solution to the problems.

**Me:** What are some of your responsibilities as the IT consultant in the organization?

**Consultant:** IT consultant: My role as an IT consultant includes addressing complex IT problems such as networking, linking the businesses' to the operation. The second role of the IT is to aid in the development of the software programs such as ERP that would assist the client in addressing the key issues.

**Me:** Are there major problems in the IT profession?

**Consultant:** Well, the problems relating to IT are inevitable since most of the problems affect the business to a greater extent and the IT expert is expected to solve the problem in the shortest time possible to deliver the results and ensure continuity of the operations of the business in both short and long-run. The challenges in IT are one-off problems and when they occur, it is a

serious problem because some of the problems might have been caused by fraudulent employees or the organization in order to conceal their fraud. Additionally, the complexity in the office managers who do not give ample time to carry the operation. Additionally, increase in the pirated software that affect the operation of the business especially when the client prefers to buy the software without the advice or contrary to the advice as a cost minimization approach.

**Me:** How frequently does this problem occur?

**Consultant:** Well the frequency of occurrence is rare and unexpected. The uncertainty depends on the organization's robust IT framework that remains to be uncertain due to the recurrence of the problems. Each organization may have a different approach in addressing the complex IT related issues.

**Me:** Are there any other roles that you do besides the designated ones?

**Consultant:** Yes, there are so many roles of IT that carry out depending on the nature of the organization.

**Me:** What are the main competencies you need to fulfill your job requirements successfully?

The competencies required in filling up the job requirement is that one needs to have a basic degree in information technology or computer science or any other field of expertise. The essence of the having the qualification is to regulate the number of competitors in the industry. Key competencies required include analytical skills, numerical as well as problem solving and diagnostic skills. These skills are crucial to assess the need to assist in addressing the complex IT issues.

### **Trends & New Directions**

**Me:** What are the most prominent instructional technology phenomena/trends in your workplace/sector (K-12, higher education, business, medicine, military...)

**Consultant:** The instructional technology or trends in the workplace is the virtual connection, the use of e-commerce or cloud computing which is an emerging trend in the contemporary business. In the higher education sector the e-learning and use of the cloud computing has been emphasized because it yields a different approach in learning

**Me:** What is your view of new direction in the field?

**Consultant:** The direction of the field regarding IT is increasingly changing due to the needs of the cloud computing and e-business. The complexity in the business is attributed to the changes in the complexity of the business.

*Link to your job/internship/fieldwork opportunities*

**Me:** If you hire a new instructional designer/ technology support staff/ etc., what qualities are important to you? Are there any specific competencies that you are looking for?

**Consultant:** The qualities of the designer or technology support staff include the honesty, problem solving qualities, team work, and dedication provides the best qualities required to be considered for the IT professional. Furthermore, the key qualities are essential in enhancing the skills that would address complex IT issues that will lead to a positive change and dynamics of the business. The IT qualities shows that we need to changes in the business that would be crucial in supporting the business ventures.

**Me:** Are there any internship opportunities or field work experience available in your workplace?

**Consultant:** Yes, there are internship opportunities that exist in the field work experience that are available to the workplace. This includes the programming internship, software development that continues to be the key driver of the IT business opportunities in the contemporary world. The need to have this opportunity provides the experience to the people in every sector. Additionally, provide the opportunities that would enhance the improvement in the business world. The field of experience available in the opportunities include programming, computer repairs and maintenance, software development among other software related solutions.

### **Reflection**

I learned how to structure interview questions which allows me to gather information that will inform my research area. For instance, in the interview I had open ended questions that allowed the interviewed to answer adequately in relation to information technology. I also learned how to maintain a professional tone in an interview which will be helpful in any future research in the future. It is easier to learn about a topic from a professional as opposed to only researching it in books or journals as face-to-face communication allows one to seek clarification in areas that may not be clear.

