

Accenture Employee Podcast Series – Episode 01.04
Transcript

VOICE-OVER: Who do you work for? What's happening with technology these days? What kind of work do you do? What sort of people work at Accenture? What kind of careers are there in technology? What does Accenture do anyway?

KATHY: Welcome to another episode of Accenture's Technology Careers podcast series. Accenture is a global management, consulting, technology services and outsourcing company that collaborates with its clients to help them become high performance businesses.

I'm Kathy Hays, and today we'll be talking with some people from Accenture Technology Solutions about what their typical day is like. Accenture Technology Solutions is a subsidiary of Accenture comprised of technology enthusiasts who focus on delivering deep IT expertise to clients including architecting solutions, applications development and software maintenance.

Let's talk with Angela Ferrell. She's on the phone with us today from Texas where she works on a U.S. government project.

Angela, why don't you introduce yourself.

ANGELA: Hi, my name is Angela Ferrell. I'm a senior programmer working on the Technical Architecture Team for the Correspondence Imaging System here at the Internal Revenue Service.

KATHY: And what does a senior programmer do?

ANGELA: A senior programmer's responsibility is mainly to do a lot of coding for the different projects that you're put on. Primarily the coding is done in Java or possibly JavaScript. But that's usually the day-to-day operations, basically to write code and to test it in the environment that you're putting it in for the project.

KATHY: I understand you've been on this particular project for more than a year. Has your work changed at all in that time?

ANGELA: My work has actually been pretty consistent since I've been on the project. My day-to-day tasks usually include me monitoring the system, making sure everything is up and running. When there are problems with the systems and users are complaining, I have to resolve those issues, so that fluctuates as far as the different issues that come in. But generally that's been my only day-to-day task as well as setting up the different servers in the different environments that we have.

KATHY: What are some examples of what those issues might be?

ANGELA: For example, one user might not be able to access the CIS application, so it's part of my job to determine, okay, is the application down, or is that just an individual user who's having a problem? There are other situations where, for example, they may not be able to see the particular IRS case that they're working on, so again, that's something where I would have to go into the system and figure out, okay, why is the image of this case not available to this user. So there are various issues with not only our application, but also the different software products that we install that make up our application.

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KATHY: Angela, what kind of software applications do you work with?

ANGELA: Most of the software that we install comes from IBM. One of them is DB2. Another one -- which is a database tool. We have DB2 content managers. There is IBM WebSphere MQ, IBM WorkFlow, IBM WebSphere. So most of it is IBM software with the exception of, I think, one, which is Cofax product.

KATHY: Angela, when you look back at the past year, and you look at some of the technical skills that you already had, what have you really developed?

ANGELA: Being on this project in particular, I've been able to add a lot to my resume as far as the experience. And not just programming but also working with different pieces of software. Again, all of the IBM products that we work with, DB2 Content Manager, WebSphere, doing JavaScript - I'd done a little bit of that but not really that much. And learning a lot about the Windows operating system, different little tricks, particularly with Windows Advanced Server, because we do work with servers on a daily basis.

KATHY: Angela, what do you like about your work at Accenture?

ANGELA: Well, I like doing system administration work. I've wanted to kind of get my hands into that, but it was really hard to do that in college just simply because in my course of work, it was just strictly programming, which is fine, but I also wanted to kind of get a little more experience in doing system administration work. But I love the interaction that I'm able to work with on a day-to-day basis with all of my co-workers, as far as us being able to hang out with each other in and outside the office. I mean, honestly we really have a good time while we're here at the office. We enjoy each other's company.

KATHY: Can you tell me a little bit about what your typical day is like?

ANGELA: Typically I come in in the morning, first thing I do is check emails to see if anyone sent a notice about a problem with the application as far as it just being down altogether, users having a problem in one particular site. And my day usually works off of that, for the most part, unless I already have a task or responsibility that I've been working on for maybe a couple of days. My job is really to just solve problems that come in and to help out developers when they experience issues in some of our testing environments that we have set up. So my daily routine is really just to fix problems, and if I don't have issues to fix, then I'm working on tasks that I've already been working on from the previous day or days.

KATHY: What kind of tasks would those be?

ANGELA: Most of those tasks would include possibly redoing different pieces of documentation, which is definitely not a small task, 'cause most of these documents are 20-plus pages long, so it gets pretty interesting working on those. Some of the tasks include rewriting Java scripts to perform different tasks for our servers, just trying to do testing on different software upgrades. For example, we have to update our IBM products every once in a while to the newest and latest versions, but we have to test those in our testing environment before we can put them out into the production field. So a lot of that takes up our time as far as testing those pieces of the application.

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KATHY: Thanks, Angela, for taking the time to talk with us today.

ANGELA: Thank you for me having me. I was glad to be here.

KATHY: Now we'll talk with someone in Accenture Technology Solutions in another part of the world. Marek Jadowski works with Accenture in Poland but is joining us by phone from Istanbul, Turkey, where he's working on a project.

Hi, Merak. Can you tell us a little bit about your role?

MAREK: It's hard to explain my role because it was changing with time. I joined Accenture in June 2005 in a joint integration project in telecommunication company, Turkcell. And my previous work was quite impressive for me at the time. And I started to work with Oracle team on a brand-new product released a month before I joined, on Oracle BPEL, Business Processing Executive Language. And at the very beginning, my role in the project was to learn to implement new basic functionalities, to get familiar with product. After a while when I became, let's say, advanced programmer in Oracle BPEL, I started to teach new joiners how to code in it.

KATHY: So, Merak, as you became more expert and more proficient, you actually started to help others; is that correct?

MAREK: When I became -- for me it was a product, when I became, let's say, expert, I actually stopped coding. I started to review code. I started to advise new programmers how to code. And September this year I took part in a BPEL assessment project in South Africa. It was project for another telecommunication company for integration platform based on Oracle BPEL. I was sent there to review their implementation, to advise some recommendations, to assess their architecture.

KATHY: Marek, when you became more familiar with the BPEL platform, you actually started traveling a little bit. Can you tell me a little bit about the travel you've done?

MAREK: My adventure with Accenture Technology Solutions started a year ago. I started to work abroad in Rome. And then after a while I moved to Istanbul. I had also a project in South Africa.

KATHY: It sounds like you've had some fun traveling. What do you like about working for Accenture Technology Solutions?

MAREK: Well, I like most my current project and my collaborators with Accenture Technology Solutions; that I meet different people in different countries all over the world, and it's amazing.

KATHY: So, Marek, it sounds like you'd recommend Accenture. What would you say about them as an employer overall?

MAREK: If someone is interested in learning new technologies and interested in working with interesting people which are great experts in what they do, I really recommend joining Accenture Technology Solutions. It's always best to work with experts in technology, and that you would like to learn. In my case it was like that.

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I was working with Oracle Express, Oracle BPEL, and I had some wonderful time learning new technology with them.

KATHY: Thanks, Marek. I appreciate your insights on what it's like to work there at Accenture Technology Solutions.

MAREK: Thanks, Kathy. Nice talking to you.

KATHY: Today's podcast gave us an interesting glimpse into the work of Accenture Technology Solutions. Join us for future episodes to hear about what some of our podcast participants have to say about working together and what it's like to work with some of the world's greatest companies as these organizations strive to be high performance businesses. Thanks for listening.