

“Know Your Discipline” Basic Information Questionnaire

Student’s Name: Richard Davis

Professional Field: Desktop Support Technician

Date of the Interview: 10/18/2020

Name, Title, Contact Information of Person Interviewed:

Alan Ramirez, Desktop Support Technician II

Topics:

What are the major professional organizations to know/join?

- I think this is more so on the certifications, so this depends on your focus, Microsoft, Google, Cisco, CompTIA, etc.

What are the major scholarly journals in our field?

- I don’t really read magazine articles but there are so many online sites to visit.
 - Reddit is a great resource and a large community of people who are willing to help.
 - WindowsCentral.com is basically what it sounds like, it all revolves around windows and hardware that it can run on.
 - AndroidCentral.com is a site specifically geared to the Android community.

Which annual conferences should I be familiar with and consider attending one day?

- This depends on the area that you want to be your major focus. For desktop support Microsoft TechNet, Ignite, and Build are great conferences to attend.
- There are others if you want a focus on Business Applications, so Microsoft Business Applications Summit is another one.
- There are so many different ones and others also focus on cyber security, infrastructure, etc.

What are a few of the current hot topics in our field?

- Cloud services, Software as a service are the big hot items right now. Particularly Azure, Intune and AutoPilot on the Windows side of things.

Which websites provide the best resources relevant to our field?

- Aside from the ones mentioned above, How To Geek is a good resource, Microsoft docs is another one but geared to only Microsoft products.

What is the standard documentation style for my discipline (i.e., APA, Chicago Style, MLA, etc.)? And, what is your suggestion for the best handbook or website to use to follow this documentation style correctly?

This one I can't really answer as we aren't held to anything specific, but I will say that having skills in Technical Writing is a great benefit.

Other Information?

- It's important to keep up with all the changes coming to the software side of things, Windows, Office etc. But also, the hardware changes as well.