

# Technology careers on show

The pervasive integration of technology into all industries has presented a challenge in communicating the career pathways and professional potential for those who are considering a technology-based career. Leaders in the ICT industry have heard the requests from students, teachers and parents for concrete examples of the types of jobs available for students with ICT skills and produced a Careers DVD, which goes a long way towards answering that call.

Produced by the ACS Foundation with support from the University of Sydney, the ACS and ACDICT, this high-quality production features five recent ICT graduates discussing their roles with Deloitte, IBM, Telstra, Commonwealth Bank and Woolworths. Each graduate describes their work using plain terminology that resonates with high school and university students. In their interviews they talk about why they chose ICT, the types of tasks they perform in their roles, and where they plan to take their careers.

Anna Kanagaratnam works at the Commonwealth Bank as a graduate systems analyst. When interviewed, she described her role

**“Spending half an hour of your time to make sure you select the right career for you is time well spent.”**

as one of helping improve processes to respond to customer issues.

“As part of CBA’s innovation program, Skunkworx, I help CBA employees to contribute and rate ideas that will improve real life challenges for our banking and financial services customers,” she said.

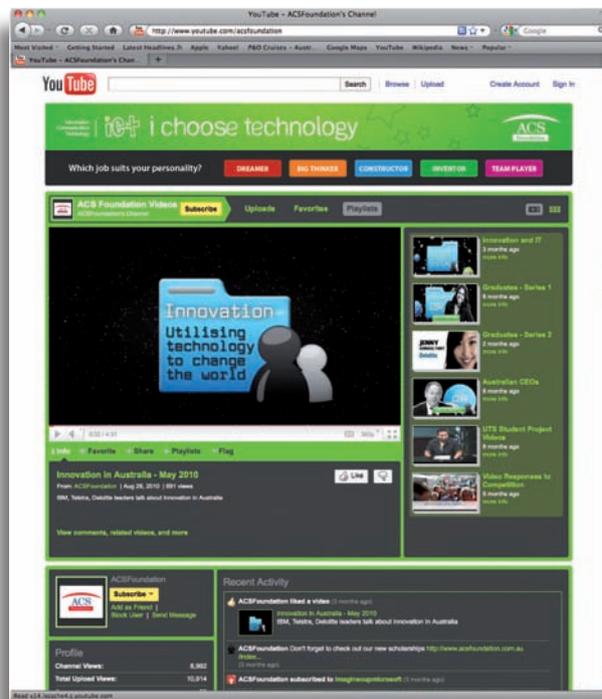
Similarly, Tom Harkin, a Woolworths graduate, outlines how he uses his technology skills to help speed up the

customer experience. “I work on Woolworth’s e-payment solutions that reduce customers’ wait time in queues,” he said. “I helped use contactless technologies so petrol customers can pay quickly at the pump.”

Although these graduates give some idea of how to make the transition from study to work, the question remains: what does the future look like for ICT skills in the years to come? Will Australian companies require more or less ICT graduates?

In addition to the graduate interviews, the Careers DVD includes five interviews with the CEOs at the featured organisations. These Australian industry leaders tell how their organisations are building their company’s strategies on increasing levels of technological and innovative skills.

Ralph Norris, CEO of the Commonwealth Bank of Australia, argues demand for ICT skills is increasing. Norris started his



The ACS Foundation also hosts these videos on its YouTube channel: [www.youtube.com/acsfoundation](http://www.youtube.com/acsfoundation)

career in technology and computing and says technology gave him a good understanding of the financial services business as the bank undertook redesigning business processes and interaction with customers.

According to David Thodey, CEO of Telstra, “technology is at the heart of the telco”. When looking for potential graduates, he says Telstra wants graduates who can “understand and analyse and solve problems by applying technology”. The theme of technology application was consistent throughout all the video clips on the DVD.

“If you are considering studying an ICT-related degree, we would highly recommend you check out the Careers DVD,” Jeremy Crooks, from the ACS Foundation, said. ■

As part of ICT Week 2011, the ACS Foundation is offering free copies of the DVD. To order your copy, email [info@acsfoundation.com.au](mailto:info@acsfoundation.com.au) or visit [www.careersfoundation.com.au](http://www.careersfoundation.com.au)

