IT SUPERHEROES

Saving the Day One Ticket at a Time

Six Superheroes That Save the Day on Your IT Team

In every organization, the IT team is filled with unsung heroes who are rarely seen and heard but step in at a moment's notice when things go wrong. The IT industry tends to attract a certain type of personality, characterized by strength and resilience.

There are a number of technical problems that can arise in the blink of an eye, whether it's a system outage that puts a barrier between company and customer (and endangers revenue at the same time) or an internal system outage that prevents employees from working. Modern professionals know that they can call on their IT superheroes when technical disasters strike. As one study on the personality traits and career satisfaction of information technology professionals noted, compared to other professions, "IT professionals are more: tough-minded and analytic, more open to new experiences and learning, emotionally resilient, customer-oriented, and intrinsically motivated."

Whether client data is compromised or an internal team has gone rogue and created a security risk by circumventing IT processes, IT pros can save the day. While most IT professionals are already hardworking and innovative, there are a number of other personality types that come together to make up an IT dream team.

The best IT teams are those that take advantage of their superheroes with a range of different strengths. A team of superheroes simply wouldn't be an effective force for justice and against evil if they were made up of heroes who all possessed the same powers and weaknesses.

An unstoppable IT team knows they can tackle any problem put in front of them because they have a variety of superheroes that can be deployed based on their unique strengths. Ideally, a few key heroes are instrumental in ensuring that your organization runs smoothly. So, without further ado, it is time to introduce the six IT superheros you need when an IT disaster strikes.

SIXTH SENSE

POWER: Extreme Intuition

Sixth Sense is one of the classic IT superheroes. She has been saving the day in the IT world since the dawn of time. Sixth Sense's superhuman intuition allows her to solve problems and trouble-shoot issues faster than anyone in town. Her technological "sixth sense" is rivaled by none and even the toughest foe — be it a system outage or a security breach — can be vanquished with the help of her marvelous intuition.

Sixth Sense has to be careful, though, because even IT superheroes make mistakes, and when her proverbial "spidey sense" is off, it can lead to massive problems if she's not backing up her intuition with factual evidence. Sixth Sense works well with other superheroes, particularly Dr. Endurable, as the combination of Sixth Sense's intuitive nature and Dr. Endurable's extreme stamina is just what you need when an IT disaster strikes.

DR. ENDURABLE

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POWER: Extreme Stamina and Flexibility

Dr. Endurable is the network engineer who regularly pulls 24-hour shifts or the coder who keeps his neighborhood all-night diner in business thanks to his late-night coding marathons. Dr. Endurable's super powers arose from necessity; IT teams sometimes suffer from limited resources and Dr. Endurable developed superhuman stamina to be able to compensate for a lack of manpower. When you're in the midst of a crisis, Dr. Endurable is who you want to call because he is the only person who has the sheer stamina to power through until your problem is solved.

As all superheroes do, Dr. Endurable has a weakness — the dreaded burnout that comes from unpredictable hours and overwork. With adequate time to recover from marathon work sessions, though, Dr. Endurable will continue to burn brightly and keep your IT team running smoothly. Dr. Endurable's "bedside manner" can be a bit rough as a result of his extreme workload but don't be put off by his gruff nature. Remember last month when your email server went down? Guess who put his nose to the grindstone and clocked in 90 hours to make sure the problem was resolved and normalcy was restored to the workplace? That's right, trusty Dr. Endurable.
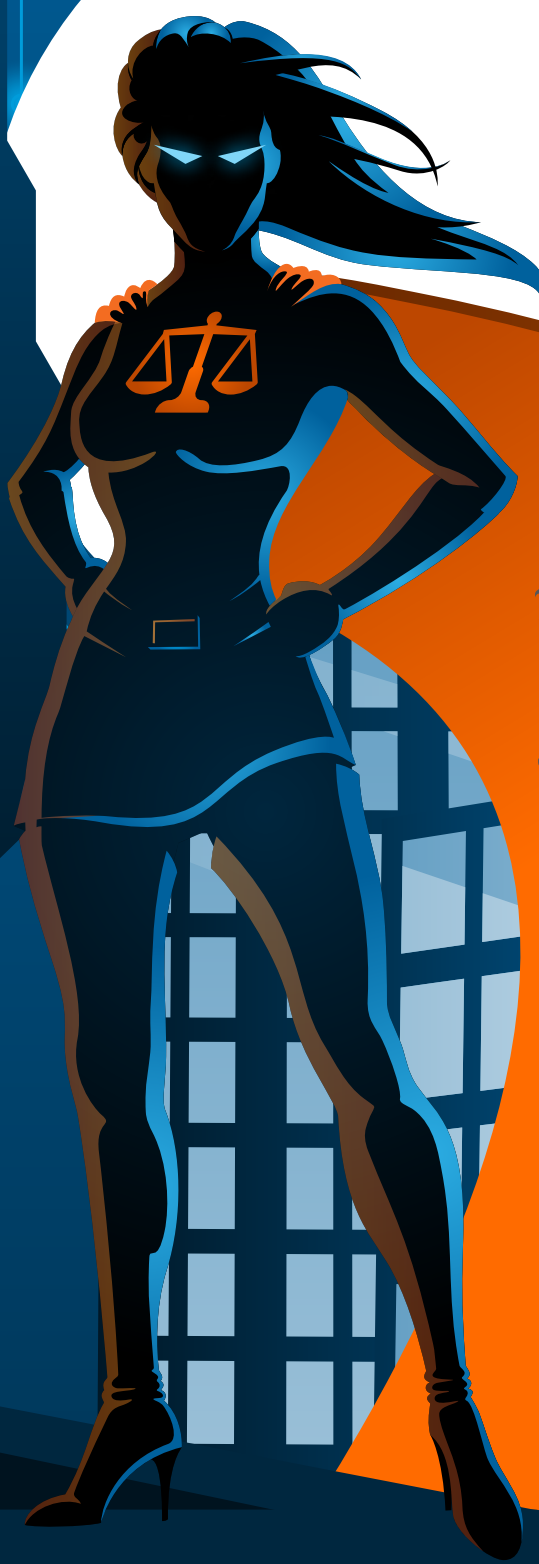
CAPTAIN COMPOSURE

POWER: Performance Under Pressure

Captain Composure is who you call in the midst of chaos. Life is unpredictable and there are few things that you can rely on, but Captain Composure is always there with a cool head when you need him. Captain Composure is always steady in a bind and keeps it calm and collected when others might crumble under the pressure. In IT, the stakes can be very high and you need someone on your IT team who can think clearly and logically without being negatively influenced by the pressure.

Despite all of his assets, though, Captain Composure's weakness is budgeting and time management. He may be great in a chaotic situation, but he thrives when he's in control and has a hard time flourishing when constraints are set for him. Captain Composure often finds himself in leadership positions and enjoys using his top-notch communication skills to help lead others to success.

MADAM VERITAS

POWER: Extreme Honesty

They say honesty is the best policy, and Madam Veritas strictly abides by this age-old adage. Madam Veritas never fails to say exactly what's on her mind and is not afraid to voice the hard truths that others don't want to hear. Though she might not be a technical whiz or a marathon coder, Madam Veritas is consistently honest in addressing issues and assessing how to fix them without fear of upsetting those around her.

Tact may not be her strong suit, but Madam Veritas is a crucial asset to your IT team due to her sheer authenticity. The words that come out of her mouth carry a special kind of weight because you always know, for better or for worse, that her words are sincere. Madam Veritas is most powerful when her strengths are being utilized in conjunction with the strengths of her colleagues. She pairs particularly well with Captain Composure, as their powers complement one another quite well.

LIEUTENANT LIFEHACK

POWER: Quick and Inventive Solutions to Problems

Lieutenant Lifehack is the "MacGyver" of IT. He will use any and every tool at his disposal to inventively and quickly solve the problem at hand. If software fails or servers go down, the company bleeds money until the problem is fixed. Lieutenant Lifehack is who you call in those situations; he is the only one who isn't afraid to stray from the book and figure out a way to get everything up and running again in the blink of an eye.

Lieutenant Lifehack should only be used for quick, temporary fixes, however, as his short-term solutions can lead to long-term problems due to the corners he cuts in order to resolve issues quickly. Lieutenant Lifehack's creativity is best utilized when it is shared amongst others. His creative spark and unique ideas can be bounced around the entire team and built upon to benefit the organization.
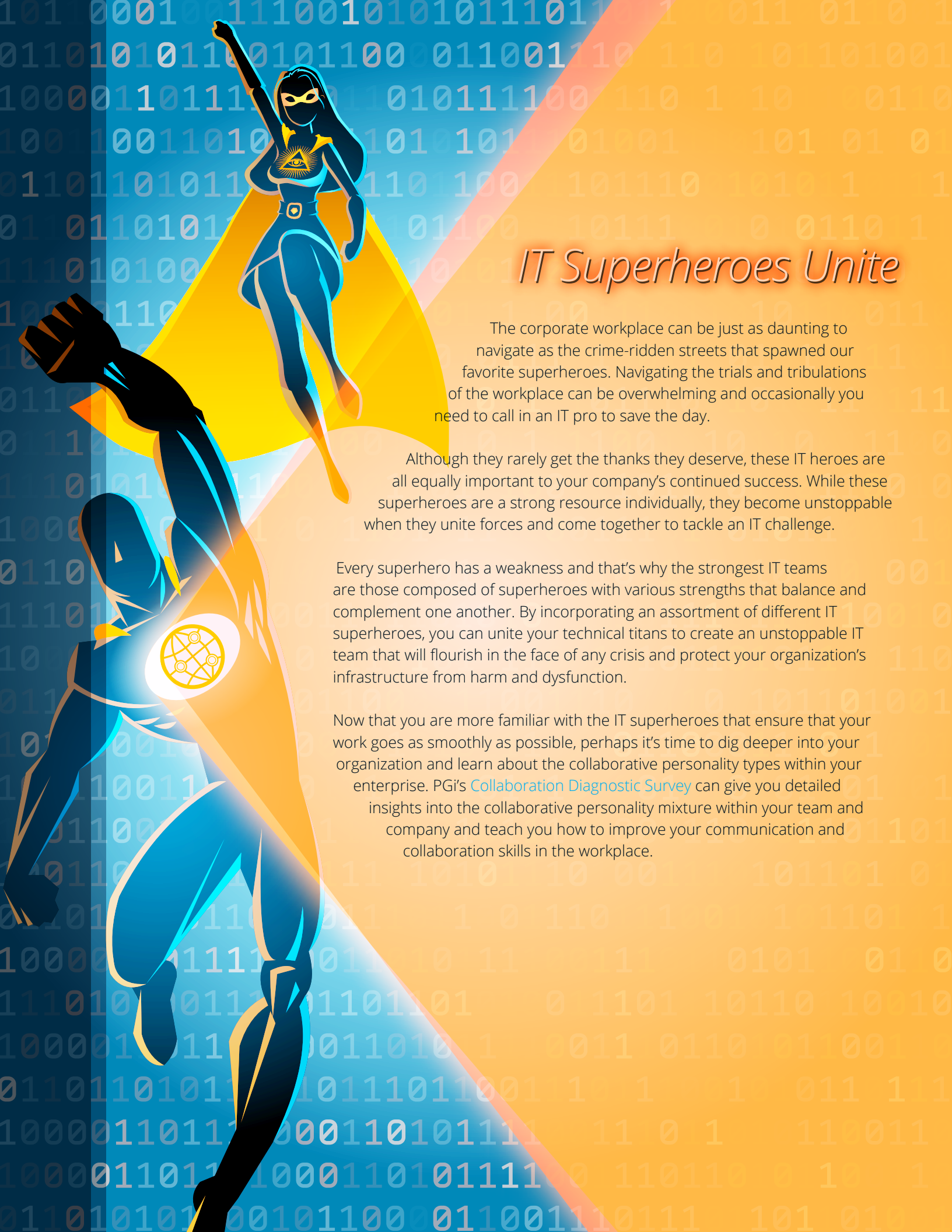
PROFESSOR IMPROVISATION

POWER: Inventive Improvisation in the Face of Trouble

Professor Improvisation is the member of your IT team who is always thinking "outside the box". Professor Improvisation is a crucial asset to your team because she brings new perspective and insight to every situation. Unlike Lieutenant Lifehack, Professor Improvisation's innovative ideas don't necessarily rely on shortcuts and short-term solutions. Rather, her manner of problem solving incorporates creative ideation with cautious forethought of the long-term effects of her actions.

Professor Improvisation might not come up with the quickest fix to an issue but, upon being given time to ponder, she is sure to come up with the wisest and most inventive plan that will pay off if you are simply patient enough to implement it and reap the rewards. The greatest ideas are not born overnight but are instead developed over time. Professor Improvisation is the perfect example of how powerful innovation can be when it is given the time and patience to blossom and develop into something great. Managing Professor Improvisation requires giving her the freedom and independence to explore ideas while she works alongside like-minded creatives with whom she can brainstorm.

IT Superheroes Unite

The corporate workplace can be just as daunting to navigate as the crime-ridden streets that spawned our favorite superheroes. Navigating the trials and tribulations of the workplace can be overwhelming and occasionally you need to call in an IT pro to save the day.

Although they rarely get the thanks they deserve, these IT heroes are all equally important to your company's continued success. While these superheroes are a strong resource individually, they become unstoppable when they unite forces and come together to tackle an IT challenge.

Every superhero has a weakness and that's why the strongest IT teams are those composed of superheroes with various strengths that balance and complement one another. By incorporating an assortment of different IT superheroes, you can unite your technical titans to create an unstoppable IT team that will flourish in the face of any crisis and protect your organization's infrastructure from harm and dysfunction.

Now that you are more familiar with the IT superheroes that ensure that your work goes as smoothly as possible, perhaps it's time to dig deeper into your organization and learn about the collaborative personality types within your enterprise. PGi's Collaboration Diagnostic Survey can give you detailed insights into the collaborative personality mixture within your team and company and teach you how to improve your communication and collaboration skills in the workplace.