August 22, 2021

From: St. Jean, Austin

TO: Donahue, CHRISTINE

Computer Science Co-op Work Report

# Summary

This summer, I worked at the Department of National Defence. I worked in a variety of different DND buildings and worked along side many colleagues. My employer, Daniel Binet worked with me at the Startop DND building at the start of my co-op term, there he was my supervisor. I then worked at Labelle, where Terry Tran was my supervisor. I also worked at Coventry, where I met Mark who would later be my new supervisor at Labelle. For a short period of time I also worked in Uplands with other co-op students. For the term I worked from May 31st to August 13th.

# Employer Description

The mission statement at the Department of National Defence is. “Department of National Defence/Canadian Armed Forces (DND/CAF) will implement forthwith the Defence Policy to deliver on: well-supported, diverse, resilient people and families; and long-term investments required to undertake missions simultaneously as stated in Strong, Secure, engaged (SSE), to support the Government of Canada’s vision of Strong at Home, Secure in North America and Engaged in the World.” DND supports the Navy, the Military, and the Airforce to ensure the safety and protection of the people. DND employs over 24000 people, and each have access to something called the self-service portal. This application is where and employee can enter a ticket for any issue or concern they may be having. For my department, we mainly focused on replacements and setups.

# Position Description

There are many different sections for IT and technology support within DND. In my work place I worked on a variety of laptops and prepared them for the clients. I would run updates, install applications, and reimage the computers that needed it. We provided clients with reimaged laptops and desktops for them to use and take care of their old or malfunctioning one. On a daily basis I would look through my emails for replies from clients, my employer, and other topics such as meetings from DND. I also logged onto Assyt, the application I worked on and got training to use. Assyt allowed me to view tickets and info on a client, their computer and their situation or problem.

# Technical Environment

I worked in a room, with two cubicles where I sat and where my current supervisor sat. There were tables for all the tech I worked with such as desktops, laptops, docking stations and other pieces of equipment. I had my own double monitor setup that was connected to the DND network. The DND network allows any account to log on to any machine, therefore it’s the account that’s associated with permissions and restrictions. As I am a student, I did not have permission to certain actions such as, the Active Directory. The Active Directory is used to add and remove Asset numbers from the DND network. For situations where I required the Active Directory for adding an asset number for a new computer, my supervisor would have to do it for me. At DND everything is worked through Microsoft therefore every machine that I worked with had Windows 10 with a few exceptions of Windows 7 on old machines. During my time working at DND I did not do any programming. All my work was related to providing clients with new operating systems so they can freely work without any interruptions from a malfunctioning machine.

# Skills used and Acquired

While working at DND I did not acquire many skills that improved my understanding on programming, but I did learn a variety of other things. A skill I acquired at DND was how it was working with clients and obtaining and solving their issues. I learnt how to improve my communication through email and speech of the client felt like they were in good hands. I learnt how to feel comfortable in an office building environment. I’ve always been nervous about this city and working in a cubicle was something I thought I would never do. For skills I learnt at Heritage, I would say the Hardware course in the first semester was the most beneficial. In Uplands I took apart up to 70 desktops and removed their hard drive. With what I learnt in this course I understood what I was touching and why I was doing it. For example, I had to disconnect the Sata cables to remove the hard drive. In the office, there were many situations where I had to access BIOS. The BIOS lab we did at the start of the course was very helpful in helping me navigate and fix any issues I was running into.

# Evaluation of co-op experience

Going into the co-op term I didn’t know what to expect. I thought my grades weren’t strong enough to go into a job and know everything right away. As time went on, I proved myself wrong because there were no big problems I ran into because of my lack for knowledge. With every person I met I tried my best to be responsible, through my work and my communication. The work I was assigned was fine for my standards. With every ticket that I was assigned I managed to get my work completed.

My highlight of my co-op term would be when my supervisor Mark, got us pizza for lunch on my last day. It gesture was something I really appreciated because I hadn’t known him for long, but it was a nice experience having him as a colleague. I had a meeting once asking me about how I was being treated and if my questions were being answers and everything, they asked I replied yes because my colleagues were always nice, so the pizza was a nice way to end it all.

During the term, as someone who lives a bit far out from the city, I would say learning the roads and streets of Ottawa was something I wish I knew better. For the first couple weeks I used a GPS to get around and every time I went to a new building, I required it. The issue with a GPS was that nearly every root I took, it had me going on the 417. As a new driver that road is something everyone has told me to avoid therefore, I had to ignore the GPS on certain occasions and make detours. I was nervous a lot of the time while driving on new roads and I wish I knew them better. To improve the co-op term, I wish there was a bit of programming involved to help my understanding of the course. I was looking forward to getting a new perspective on this topic, but my job did not involve it.

# Conclusion

In a whole, my DND co-op work term was an enjoyable experience. I met many different people who worked with me and helped me learn. The main thing I did was working with clients and providing them with different machines if the wanted a new one. I worked in my own cubicle where I worked through Assyt. I had certain restrictions on my account as I was a student but overall, I managed to do my work on my own. As for skills, I didn’t learn much in terms of programming, but I did learn people skills and that’s something I haven’t had before because in my other jobs I never interacted with clients. The course that helped me the most from school was the hardware course in first semester. The in person labs at the start of the year helped me understand everything I was working with.

**Austin St-Jean**

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SKILLS AND CAPABILITIES:

* Very cooperative
* Good team player
* Time management skills
* Scripts, batch files, command lines
* Linux (Ubuntu)
* Assembling / disassembling computers
* Java
* Eclipse, Visual Studio Code
* HTML5, CSS3
* Responsive web design
* Web site creation, design, and accessibility
* JavaScript
* Bios
* MS Office (Word, Excel, PowerPoint, Visio)
* Windows security/malware prevention
* Windows and Linux networking
* Client experience

EDUCATION:

* Heritage College, Gatineau, Quebec. Computer Science (2020-2023)

WORK EXPERIENCE:

Hamilton’s Wakefield. (June 2018-May 2021).

Car washer / helper

* Prepare brand new vehicles for customer pick-up, prepare new vehicles on arrival, clean and paint the dealership for polished look.

Department of National Defence. (May 2021- August 2021)

IT support

* Prepared imaged machines for clients and resolved any technology issues they may have.

ACTIVITIES AND INTERESTS:

* Love Hockey, Music, and Math. Favourite NHL team is the Canucks since 2011.