



Transport
Canada

In this report I will describe my experience
at Transport Canada for my coop term

To : Christine Donahue

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REPORT

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Introduction

Computers are a very important part of our everyday life. Nowadays, it is essential to have a computer to work, especially with covid. As much as they are an amazing technology, they can come with their fair share of problems. Blue screens, software issues, there can be lots of different things that can make the user scratch their head. That's where we computer technicians come in. Our job is to provide a service to the client by fixing a problem they have with their computer. As part of my co-op term, I worked for transport Canada as a computer technician from the 25th of May to the 20th of august. There, I was overlooked by Nolan Wong and Adam Derome.

Employer Description

"Transport Canada is responsible for transportation policies and programs. We promote safe, secure, efficient and environmentally responsible transportation." (Canada, n.d.) Basically, they are the ones that manage all things transportation in Canada, that including drones, boats, cars, and trucks. At TC, I worked my two first months from home and my two last months at Tower Place De Ville (fun fact, it is the highest building in Ottawa).

Position Description

During my stay at TC, I worked for two different department. My first two months were at the service desk. At TC, we would have two different "levels" to tackle problem. The first one was where service desk was located at. The clients make request for the service desk, if an agent there is able to fix the problem, they connect remotely to the client's computer and solve the issue. If the problem requires further insight or more resources, we would create a ticket, and send it so that the appropriate second level team could look at it. Second level teams would include the IOPS team, the phone team, access control team, software team, kiosk, etc. At the service desk, I used a software called "interaction

desktop". This application's purpose was to create a sort of inbox for voicemails that clients at TC left. Every day, I would go to this software, take different voicemails, try, and fix the problem that the client had. For my last two months at TC, I worked as part of the KIOSK. There, I would set up computers for the new employees. Also, clients would come in to get some of their computer problems fixed.

Technical Environment

While working there, I used a Lenovo ThinkPad, and two monitors to work. The Lenovo ThinkPad is a laptop, so it was very handy because I could go anywhere and work. Everyone at TC there would use the windows 10 to work (although, I have heard that some specific individuals used the Mac OS). I don't know the specifics of the server operating system (I would assume it's the default Microsoft one), but I know that we used Entrust Identity for the VPN. To work properly at TC and have access to all the tools proper to your department, it was very important that you would have access to this Entrust identity.

Skills used and acquired

A lot of the skills I learned at school were used during my coop. For example, in networks, we learned how groups could be used to organize a group of people. At TC, this came very handy because we used groups a lot to restrict or give access, to a individuals. Also, In business, we learned to hone our interpersonal skills. This came very handy during my work term, because we had to interact with lots of different people/clients. I also acquired lots of different things from my stay there. For example, before I worked there, I had no idea how a ticket system worked. I also had a very vague idea of how a vpn worked, and after my term, I have now a better understanding of how it works, and how it can be used in a work environment. My understanding of the windows OS has also deepened. Because most of the troubleshooting I had to do was with windows 10, I got a lot better at knowing the different tools and software that could be used with this operating system. Speaking of troubleshooting, my troubleshooting skills became much better than before. Now, I can identify a problem quicker than before and take less time to solve an issue.

Evaluation of co-op

I would say I was well prepared technically for my co-op experience. During my stay at, there was not one topic that was not touched on at school. Of course, during my term, we went a lot more in-depth with what I had already learned, but I did not feel like I missed any crucial information. As for if I was personally prepared for my co-op experience, I would say I was. I had already worked with clients before, so that did not stress me. Also, I was confident with my abilities in computers.

For the highlight of my work at TC, I would say it was the different people I got to know there. My coworkers were incredibly nice to me, and were great mentors. Most of the things I learned there was because of them. They were incredibly humble and welcoming of every question that I had.

As for how my preparations/ how my co-op could have been improved, I honestly do not know. My co-op went great, and I think I was prepared very well considering covid and online school.

Conclusion

In conclusion, my stay at TC was a great learning experience. I learned the purpose of Transport Canada and what computer technicians did for their jobs. I deepened a lot of concepts that we have learned in class, acquired lots of knowledge about computers that I did not know before and was able to exercise a lot of the interpersonal skills we had a chance to know about in our business class.

Bibliography

Canada, T. (n.d.). *Transport Canada*. Retrieved from Transport Canada: <https://tc.canada.ca/en>