**Date:** August 23rd 2017

**To:** Sandra Stark

**From:** Jeremy Clarke

**Subject:** Computer Science 2nd Co-op Work Report

**Summary**

This Co-op report’s subject is in regards to my work during my second co-op and Department of National Defence Canada from April 23rd up until August 18th 2017. The co-op term was under the supervision of my team lead Michael Okopien, and the report itself will provide a description of the work itself, including the environment, skills learned, skills used, and a conclude on my feelings of the experience the work term has provided.

**Employer Description**

The Department of National Defence Canada is a federal government employer that offers both civilian and military employment. The role of Department of National Defence is to provide support to the Canadian armed forces. DND provides many opportunities for employment in many different types of careers to follow and is one of the biggest federal government employers.

**Position Description**

The work term at DND consisted of Client side tech support, as well as working with large scale client moves, as in moving many clients from one building to another building, ensuring that equipment was disconnected and reconnected properly, not missing, and done as per client’s needs.

On the client side tech support, there were two different methods of providing tech support to clients. Recently moved clients after a large disconnect and reconnect will have high priority tickets that can be done and closed quickly with little to no documentation in order to ensure that all clients that have been moved will have had their problems regarding reconnects resolved. These tickets mostly consisted of display preferences, KVM switch setups, driver issues, and mostly simple problems. The other method was through the web application by the name Assyst, an application that helped clients make ticket requests by themselves or through the service desk, in which tech support, would take the tickets into their own hands and provide help to the client, making sure to thoroughly document the issues. Tickets would be closed only when tech support was sure that clients were satisfied, and that everything would remain functional. These types of tickets were more complex, as they included more problems that would not be solvable through client side tech support alone, and required communication to other branches of DND tech support groups in order to request repairs, equipment, or to redirect the ticket.

**Technical Environment**

The technical environment of DND was various, with many different types of hardware, including, Dell, HP, and Ciara tech desktops, as well as Fujitsu, Toshiba, and HP in terms of tablets, printers, scanners, plotters, ergonomic hardware, allowing for a very strong environment in regards of working with many types of hardware as well as how the hardware reacts with the network infrastructure set in place as well as the software driver interactions with the hardware

Along with the different hardware and software, there were different network types to work with, with their own functionalities dependent on security, and the type of use intended for it.

At headquarters we had our own cubicles to work with and access to it supplies, meanwhile at Carling campus we had less space as we would have to share computers as the location was only temporary.

**Acquired and Practiced Skills**

Once again since this was an IT oriented job, the hardware and networking courses were useful, and especially the work experience from the previous, as there was not a difficult learning curve in terms of hardware, although it was a very different environment, there was a lot of things to ask questions about, especially the different groups of IT and how they interacted, as knowing this was vital in using the Assyst web app and communicating with other teams. This was very different compared to my previous co-op term and has taught me the drastic differences there can be from one workplace to another, in terms of infrastructure, hardware and software.

Re-imaging computers was very much a useful thing to do when computers would no longer update, or were working slow and user profile rebuild would not work, and my previous co-op helped a lot with re-imaging. Many things from my previous coop had helped in terms of hardware troubleshooting, especially purging the motherboard’s power when certain things would go wrong with the hard drive or there would be display issues. There was also a lot of active directory management and accessing for information, what people belonged to what groups, and what rights a client would have in terms of applications they are allowed to download, their network access and more.

The biggest skill acquired and used throughout the work term was documentation, it was used vitally to keep track of our progress, make sure everything was being done correctly, all steps taken were in the right order, as the networking between groups required specific jobs to be done in a specific order, in the right way, and documentation was the only way to keep track of that. To add on to this, it was vital to understand the work flow and order that things worked in order to troubleshoot a client’s problem, this could mean the difference between a simple short problem, and a long complex problem requiring the help of other IT teams.

**Evaluation of Co-op Experience**

The co-op experience was very enjoyable, I feel that the biggest change from my previous co-op was the amount of documentation, and the social networking between different teams of IT at DND, I was prepared for the IT side of stuff, but not so much for the Assyst web application and social networking, there was a rather big learning curve for that as there were many specific instructions to follow for many specific procedures.

At times I did have trouble keeping track and following procedures, but I made sure to ask questions at every moment I was unsure, and I got through it well, it was a different way of doing tech support compared to my previous co-op but it was very interesting.

I did make some mistakes, but as my team lead said, they are part of the learning process, I tried my best, and used my previous technical knowledge to its fullest for my co-op term, and learned so much in the process.

**Conclusion**

I had a very supportive team that was willing to help with any questions and problems I may have run into, their experience really helped me adapt to the work environment at DND. I am glad to have pushed my technical knowledge even further, there were many things I’ve learnt, and much more left to learn still, it was a very enjoyable experience, and I am thankful to be part of such a good helpful team. I hope that I can apply my skillset in my future career path as I felt I learnt many useful things.

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Jeremy Clarke

**Relevant Skills and Capabilities:**

* **Programming**
* Programming Languages: Experience with Java, C#, HTML, CSS, XML, JavaScript, jQuery, PHP, Node.js, .NET Framework, SQL Server, PL/SQL
* Software Applications: Worked with NetBeans, Eclipse, Adobe Dreamweaver, Microsoft Office Suite, PHPStorm, WebStorm, Visual Studio, Oracle SQL Developer and Data Modeler, Assyst
* Meticulous and analytical with code syntax and problem solving
* **Technical Support**:
* Environments: Experienced with computer hardware, networking, Windows 7, Active Directory, VMware view
* Installation and imaging of workstations, printers, scanners, software.
* Troubleshooting of hardware, software, and Virtual Desktop Environment
* Client ticket management and documentation in Assyst web application

**Interpersonal Skills:**

* Works well independently and collaboratively
* Adapts and conforms to unexpected circumstances
* Demonstrated strong work ethic
* Worked in a French environment (Parc des Îles Valleyfield, summer 2012 - 2015)

**Workplace Experience:**

* Technical Support Co-op Student (Department of National Defence, summer 2017)
* Disconnect and reconnect clients, managing client assets and equipment
* Client desktop support on-site, and management of client tickets through assist
* Thoroughly documenting client tickets and troubleshooting
* Networking and communicating with other IT groups to help solve issues that need different jurisdiction and procedures to follow
* Computer Technician Co-op Student (Heritage College, summer 2016)
* Converting computers to a virtual environment
* Managing computer objects and applying group policies in active directory
* Imaging and installing software for clients, preparing computers for classroom environments
* Troubleshooting software and hardware problems and responding to tickets
* Managing installed software after implementation

**Education:**

* Studying in Computer Science - Heritage College Gatineau Quebec (2016 - present)
* Acquired Diploma of Social Science and Studied in Computer Science - Champlain St. Lambert College Longueil Quebec (2011-2015)

**Activities and Interests:**

* Video recording and editing
* Sketching and art