interoffice memorandum

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| to: | Alain beauparlant |
| from: | Andrew ha |
| subject: | computer science co-op work report |
| date: | August 22, 2016 |
| cc: | [Name] |
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During the course of my summer vacation I worked at ESDC (Employment and Social Development Canada). More specifically I worked at Portage II (Phase 2) for the full duration of my employment, which was from May 24th to August 19th. Every time I had an issue with a client, where the situation had to be escalated to a higher up, I would refer to Jean Wathier. Jean is the supervisor/team leader of my group, and he would usually solve these situations.

ESDC is a part of the government of Canada. ESDC, they’re mainly responsible for developing, managing and delivering social programs and services which span all of Canada. Examples include the Employment Insurance, Financial Aid/Loans and the Canadian Pension Plan. The mission of the Employment and Social Development Canada portfolio, including Labour and Service Canada, is to build a stronger, more competitive Canada, to support Canadians in making choices that help them live productive and rewarding lives, and to improve Canadians' quality of life.

For the entire duration of my employment, I worked as an IT Technician. The daily activities involve aiding clients who open tickets for technical support. Generally, my day to day activities varied, as it depends on what issues the tickets generally vary. Typically, I would do workstation installations for new users, retrieving surplus equipment from leaving employees and troubleshoot any other PC issues such as hard drive failures, equipment configuration, etc. Aside from that I had some other tickets, which the best way to describe would be as a “side tickets”. Those tickets were generally called RVDs (Reduced Volume Discount) where I would swap out of warranty laptops to new devices. This involved preparing the new laptop with the client’s software, and transfer files over, etc. The reason why I call these side tickets, is because these tickets had a lower priority compared to the other tasks, and would typically be the last tickets we do. Besides doing tickets, I had to reimage PCs, unbox new shipments of equipment as well as do surplus.

Typically, the workstations that I worked with were Ciara/HP desktops while Toshiba/Fujitsu/HP were the laptops that we worked with. Meanwhile, all the other equipment such as peripherals all varied, as some clients would use their own. The main OS that I was mainly using was Windows 7 Enterprise for the desktops and laptops. Sometimes, I would be troubleshooting tablets that would have Windows 8.1 installed on them instead as well. Another notable piece of equipment that I used was called the Fluke. It was essentially a tool for verifying internet connection from the LAN drops, PCs, etc.

Meanwhile in terms of software, we used the BMC Remedy Action Request System, which was the system that gave us the tickets. I also had a lot of experience using the Admin Tools that ESDC had provided to me. Some were just software for gathering information from their database such as an employee’s PC assets or the location of the asset. There was software where, it was just a file explorer that allowed to copy and transfer files from any PC that was on the network.

Regarding skills that I learned from the Computer Science program that I applied while working, I have to be honest and say that there were no skills applied or learned. This was mainly because I already knew, and had experience regarding what we learned in our Hardware and Networks class. The co-op experience gave me an opportunity to learn what I taught myself and actually apply it in the workplace. The only thing I learned from Hardware and Networks was little tips and tricks from our teacher. More like reminders such as: remembering to check that there is actually power, the client is always right, etc. In terms of new skills, I learned how to use new software such as the ticketing system, searching through databases. I also got to handle and use new equipment such as socking stations for tablets and laptops. I also was put to the test with my time management skills and prioritizing tickets.

When I first came into the coop experience I knew that I was pretty prepared. This was because as previously mentioned; I have already had experience with the skills that were required, such as reimaging PCs, connecting computers to the domain and troubleshooting computer issues. One of the highlights for my co-op term was when my team had to empty out an entire office. It took us about 4 days to completely document everything and ship it off. It was a highlight because first of all we essentially had an entire office’s equipment inside our little office. Our office was packed full of the equipment we retrieved, and at the same time we had to answer tickets as well. We found a lot useful equipment, and it felt like it was Christmas for IT. We found a lot of things such as switches, label makers, projectors. The satisfaction of finally shipping the last of the desktops/monitors away was what really made it the highlight. It was probably the toughest challenge I had, and I was glad I was put to the test.

In terms of how I could’ve been better prepared, I probably should’ve planned for my schedule early. For the first two weeks or so, I was taking different buses every day and as a result, I was unorganized when I first started but, after I started to get the hang of things and settled, I got into a little routine which made things less chaotic in the mornings. How the work term could be improved is nothing to be honest. I’ve had a lot of fun working here and to be honest, IT was originally what I wanted to be. This job gave me an insight to how it would be like to be an IT Technician at the government, which is now my fallback plan, just in case I suddenly didn’t like the computer science program.

In conclusion, the Computer Science program at Heritage didn’t really prepare me for the IT Technician here, but it wasn’t due to the fact of the program, it was because I taught myself. I had a lot of fun, and got to handle a lot of equipment, that I never had the chance to. I learned the basics of the ticketing system, that is very common in the government and it gave me an insight on the types of conditions/people that I could potentially be working with once I graduate from Heritage. I finally got to put the skills I taught myself to test in the workplace. I would highly recommend students to try to get Co-Op in order to figure out what they want to do as a career and I can’t wait for my Co-Op next year.