Technical Support Analyst

Education:
Saskatchewan Polytechnic, SIIT

High School:
Mathematics 30, Computer Science 30

Technical Support Analyst

Name: Steven Leveque

Home Community: Nipawin, SK

Education: Computer Systems Technologist, Saskatchewan Polytechnic

Employer: Cameco Corp.

Details of the Job: My job mainly revolves around helping people fix software or hardware related issues on their computers or helping to maintain computers in the company. This job covers a wide range of things, one day you could be helping someone with their email not working and the next week you may be flying up to one of our mine sites to set people up with new computers. When I'm not helping people with computer issues I'm usually working with many departments in the company to make sure all the computer systems have up to date software or patches.

A Typical Day: Each day begins with logging into a phone queue that routes calls to me whenever someone calls the Helpdesk with a problem. There are usually a dozen calls where I assist people throughout the day and when I'm not taking phone calls I'm reviewing issues emailed to our Helpdesk Inbox. I'll use a few programs to remotely connect to a user's computer and assist them in resolving their issues.

About the Job: Why is it so great? There's always something new to learn!

Skills Needed: Good people skills, you talk with a lot of people throughout the day, good problem solving skills and the ability to research a problem.

My Education Path: After taking Computer Science in high school I knew I wanted to be involved with computers in my career. After high school I took the Computer Systems Technology course available at SIAST in Saskatoon. From there I've taken different certifications as part of my continual training in the IT industry.

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