

Let's Talk Business

For Ted Rogers School Students

These reports describe industry sectors and career paths of interest to Ted Rogers School students and alumni. Each report leverages BCH employment data and the expertise of our staff. This collaborative effort engages staff, students, alumni and the University Business Librarian.

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A Day in the Life of an IT Intern in Public Sector

We had a conversation with Priyanka Badhan, a 3rd-year Business Technology Management student at the Ted Rogers School who is currently interning at the City of Toronto's Public Health Division as an *Information Technology (IT) Intern*.



In this report, we dive into her work at the City of Toronto. She also shares some valuable advice for students wishing to make themselves more competitive in the marketplace.

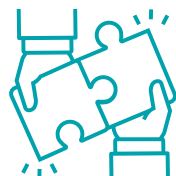
Q: What do you do on a "day-to-day" basis in your current role?

A:

- I research and flag issues in process maps and/or current sprints - and share it with my team to further analyze and process.
- Also collaborate with Project Managers, Project Leads and two Business Analysts to re-run sprints (used in Jira software), and to remove any bugs that affected the sprints, during the testing phase.
- Update content on websites hosted by the City of Toronto, Public Health Division to make sure all information is current- anywhere between 100-200 sites
- Use Visio to create process maps for specific public health cases and then send to senior system integrators.
- Share documentation with Project Leads and Manager to review any feedback or changes that need to be made.
- Book multiple meetings with various people across the public health division to edit or finalize certain project information.
- Create new business processes, provided by Manager, to send to Project Lead before finalizing all information.
- Support team by using Jira to analyze sprints for certain cases.



Updating Content on
Websites



Collaborating with
Different Departments



Researching and Locating
Faults/Problems



Booking Meetings

Q: What technology platforms do you use in your role?

- A:
- Technical software I use at work include Jira - to manage and track past, present and future projects (creating/managing epics, and user stories). Also tracks tasks and bugs and re-runs sprints to find errors from the language.
 - CiscoJabber - used to communicate with colleagues and exchange information on a day-to-day basis.
 - Visio - to create sprints, process flows and business diagrams.
 - Webex - to book meetings with people across the division.
 - Excel - To track project information and organize business processes, to be used later for process maps.
 - Word - to document any information about current and past projects
 - Outlook - to send and receive information through emails within the division.



Q: What advice would you give other Ted Rogers School students?

A: As a student who started University during a pandemic and a world-wide lockdown, it was difficult for me to reach my potential while sitting at home. However, in my first-year I discovered that the BCH offered bootcamps for students wishing to increase their knowledge and technical skillset.

I registered for the Excel, Tableau, Power BI, and Python bootcamps to expand my knowledge in these areas. I was able to add these experiences in my job applications. Almost every time I had an interview, they asked about these skills and how I could use these skills to better the company/organization.

So my advice would be to participate fully in these bootcamps and learn something over and above your classroom work. These bootcamps also are good way for you to network because you get to meet other Ted Rogers School students who have similar interests.

Overall, learning new skills and gaining technical knowledge is an important way for you to demonstrate to employers your eager to learn and add value.



Earn Badges by Completing Bootcamps

Q: Are there any online resources/organizations that students can learn more from?

A: I would say to use LinkedIn to the best of your ability. LinkedIn has helped me learn new content and meet new people while searching for jobs of interest.

Q: Is there any other info you want to share about your role that can assist students?

A: When you start your new role no matter which organization or sector you are in, always try to be a 'sponge' and 'soak up any information' and knowledge you can - from your Manager, your immediate Supervisor and your colleagues. I have learned a great deal by speaking with my Manager about future positions and my career path.

Interested in Connecting?

Interested in finding out more about the City of Toronto, upcoming job opportunities, or hearing from Priyanka? Click on the following links to learn more.

- [Priyanka's LinkedIn](#)
- [City of Toronto Website](#)
- [City of Toronto Careers Page](#)



Want to Learn More for Free?



Learn What IT Skills are In-Demand

In this article by Indeed, readers are enlightened about what skills are in-demand within the field of IT, as well as how to improve on them. To view this article, click [here!](#)



How to Break into IT with No Experience

This article by ACI Learning informs those who are looking to get into the IT industry with little-to-no experience on how to get their foot in the door! To view this article, click [here!](#)



Find an Internship!

TalentEgg is a website that provides students with job applications for a variety of internships, including those that are paid. To view this website, click [here!](#)



Visit the Business Career Hub

Employer Events

Interested in expanding your network and meeting industry professionals in the Public Sector? Check out Public Sector every year in January/February - refer to your 'Careers Newsletter' for a full list of employer events.

Bootcamps/Prep Programs

Digital Communication - Elevator Pitch and/or Personal Branding, Emotional Intelligence, Having Courageous Conversations. [Click here to register for current bootcamps.](#)

Career Coaching

For career coaching, interview prep and more, [schedule a 1:1 appointment](#) with a Career Consultant or a Co-op Coordinator.



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Career Consultant Contributor

Olivia Baratta

Olivia is a Career Consultant and TRSM Alumna, with 9+ years of experience in the hospitality, real estate and academic sectors. She brings her passion for building meaningful experiences for her clients to develop and showcase their unique brand.



Student Contributor

Terel Leslie

Terel is a 2nd-year Human Resources Management student working as a Project Coordinator at the Business Career Hub. He is deeply interested in the world of workforce management and development and strives to pursue a career in the human resources field.