Saskatchewan Student and Graduate Profile

From hair stylist to technical support analyst: "With a five-month-old baby, I needed a career change!"

SASKATCHEWAN
INDIAN
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TECHNOLOGIES

Florence Moses is a **First Nations** member of the **Nacho Nyak Dun** band in Mayo, Yukon. As a child, she lived in band housing in Mayo, but since then, it's been mainly big cities—Whitehorse, Edmonton, and today, Saskatoon. As a single mom with two sons, Florence has become used to facing life's changes.

"I was living in Meadow Lake, Saskatchewan, when I knew I needed a career change. I'd been a hair stylist for eight years, but now here I was with a five-month-old baby in addit-ion to my nine-year-old son. I needed a job with benefits. I saw an ad for the Computer Support Technician (CST) program at **Saskatchewan Indian Institute of Technologies** (SIIT). Aware of good jobs in this field, I decided to go for it."

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> - **Florence Moses**

While knowing nothing about computers or networking, Florence's affinity for the subject came naturally. As a heavy-equipment operator, her father had always been mechanically inclined. In addition, her mother worked for the federal government. "My mother knew more about computers than I did. I'd play solitaire and that was it."

Florence completed her first year of the CST program in Meadow Lake and graduated with distinction in 2001. She was then accepted into the Information Technology program at SIIT in Saskatoon. She moved with her sons and convinced her brother to move with her to help with childcare. Juggling workload and home life was difficult, but with the support of her brother, she managed. "There were many nights my baby would sit on my lap while I worked on the computer. Sometimes he would fall asleep by my feet."

In 2003, Florence graduated with honours from the IT program, which included CCNA Levels 1 to 4, Project Management, Microsoft Network Administration, and Novell Administration management courses. She describes the Cisco Networking Academy Program as "the complete A-to-B that gave me the skills I now use all the time." "As a stud-ent, she was very intuitive, says SIIT instructor Carey Pillar. "She took the bull by the horns and really dug into her labs on vendor-specific equipment that businesses use."

Today, Florence works as a technical support analyst for the Information Systems & Technology department of **Cameco Corporation**, the world's largest uranium mining producer. She spends her time solving problems over the phone, providing user man-angement and onsite support. Recalling a support trip they did together, Kevin Fyfe, who is supervisor of client services, had this to say: "It amazed me the customer relationship she had built up after only one previous trip to that site. Obviously, her education and work ethic has put her in good position to be successful and she's in that good position right here."

Asked about goals, Florence says number one is raising her kids and enjoying life. She plans to stay with Cameco because "it's a good job with good benefits, which is exactly what I wanted in the first place." Long term, she would like to become more involved with the team responsible for administering network infrastructure as she works toward her CCNA certification.