

Power User of the Month: Susan Norton

Ohio Highway Patrol, Canton Post



I have worked for the Highway Patrol for 9 years. I am an Infrastructure Specialist 2 in the IT Department. I went back to college in 2001 to finish my degree in information technology and graduated in 2004.

I've been working with computers in some capacity since the early 1980's, though I did take a punch card programming class in 1971 at my high school in California. I didn't really take to it, and failed.

I learned programming C in Unix System V in 1985. I was on the early Internet from 1992. I took C++ for a few semesters, and ran a Bulletin Board Service (BBS) from my home. I built, repaired and upgraded computers as a business in the mid 1990's, and was an avid OS/2 user until the late 1990's.

I first learned about Learn IT Ohio from Bob Hartman an Infrastructure Specialist IV for the Highway Patrol, who sent out an email with a list of items we should be doing in preparation for the Novell to Windows migration; mainly Windows 7 items.

The nice thing about the 365/24/7 schedule is that anytime I feel like I have a little time to sit down and learn something, I am able to do it; whether from the office desk, when I actually have a little down time, to home on the weekends or a day off.

If Learn IT Ohio wasn't available, I would be paying for classes and/or books and other media, to continue my learning.

My job requires that I learn every day, and many of the things we do require me to spend time getting up to speed with new technology or new applications.

Learn IT Ohio helps give me a broader understanding of the technologies I deal with every day. It isn't enough to know how to get your email with Outlook, for example. If I understand better the way to maximize the components in Outlook, I can not only do a better job of using the program, but I can teach the users I work with every day, to help them get more out of their use of the program.