Internship Reflection

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Throughout the summer, I have an internship with the Curry College IT department. It has been enriching, and I have learned a lot about how an IT department functions on a day-to-day basis. I have also learned through this that if you can't do something, you need to escalate it to the support level above you, and they can take care of it. But you also need to check in with them to make sure they have gotten to it. I did have five goals throughout the summer that I was hoping to accomplish. I was only able to achieve four out of five.

One of my goals during the summer internship was to learn how to use a helpdesk system. I would say I have accomplished this task. I did this by creating tickets when staff members, professors, and students called in with issues. I also learned that when anyone emails [support@curry.edu,](mailto:support@curry.edu) it makes a ticket, and then we would have to categorize it so it can be group with other tickets like it. I also learned that when we resolve an issue, we create a ticket if we fix it over the phone and then close it out. Each ticket is then level by how important it is and affecting the whole campus, a department, or an individual. From there, the ticket gets assigned a technician to work on it based on the issue. I also learned through creating tickets to ask the right questions when the users call the helpdesk to get the quickest resolution for the user.

Another thing I learned within the helpdesk system is the inventory listing of all the computers on campus. This feature came in handy when we were doing an inventory of the campus computers through July, as we would double-check what was in the database with what was out there. Most of the time, the computers' names needed to be updated from what was there as they changed the naming system. We also checked to see if that computer had been through an inventory before. And if it needed to be

replaced or not. If it needed to be replaced, it would go on a list so we could go back later and determine the best course of action to replace the computer with all the chip shortages going on right now.

Another goal I had this summer was to understand how an IT department functioned on a day today. I would say I have completed this goal. I did this by helping answer the phones when they were ringing. At the beginning of the summer, the phones did not ring as much. But by the end of the summer, they rang a lot more as faculty and staff returned to campus, and students were also preparing to come back. One of the most frequent phone calls we got was about coverified and users unable to log in.

Another thing I learned about the IT department is that they operate in a three-level system for support. Any IT department has three levels for the helpdesk. Your tier one technician deals primarily with password reset and basic configuration of systems and coverified login issues. Then your level two technicians can do more things than a level one can't do. An example would be configuring the VPN for remote users. Then there are your level three technicians who, in this case, deal with very adverse issues and iPad deployments for students who need them. There is also the director of the department who is there to help when problems arise. They also take care of the onboarding and offboarding of any staff member within the company.

Another goal I had was to learn what tools to use when configuring a new computer and what tools are available when an issue arises. Most IT departments use a lot of different tools to complete the job. When configuring a new computer, they don't just sit there and configure everything by hand. Instead, the technician will load an image onto the computer, which has all the configuration and software that every

computer has preinstalled. Once the image has loaded, they have to rename it to the computer and install any additional software required for that user. If other software is needed down the road, they can install it later and add it to the image if everyone needs it.

Another piece of software that helps technicians see what's going on is remote control software. This software comes in handy if they need to see what issue the user is seeing. This also helps when there is an issue with the computer. And the technician can remote in and fix the problem if its software related. This usually works best when you are mapping network drives, installing software, or applying updates. But if they can't figure out what is going on via remote access, they will ask the user to bring the computer down to the IT department if it's a laptop. If it's a desktop, they will come out to see what is going on.

The internship this summer has helped me prepare myself for the future. Even if it means starting in a helpdesk setting assisting users with their computer issues as they arise. I have also seen how the department works together and helps each other out when they have a question or need assisting in figuring out an issue. I also saw some best practices for professionally answering the phone, so the end-user knows you are there to help them get their issue resolved as quickly as possible.

Overall, this summer was perfect. I only had one challenging experience with an end-user. But with the help of some of the others in the department. We were able to resolve the issue, just not as quickly as the end-user wanted. I might be changed by this experience in having a better understanding of how an IT department works. They are only trying to figure out the issue. You have to get to a resolution as quickly as possible.

Overall, the internship this summer was enriching and beneficial to my learning as an IT major here at Curry College.