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Reflection Paper 1

So far at IP Configure, I have gained an inner understanding of a professional technical environment where technical disciplined procedures, accountability and trust based leadership are of priority. My job title is Hybrid Assembly Server Provisioning Technician and my job responsibilities include assembling video storage servers, imaging systems during PXE boot services and doing video exports to a client. In most cases, organizations utilize these servers to archive and retrieve video surveillance footage in the most secure manner as a reaction to some form of investigation or compliance.

My working days are on Monday, Wednesday and Friday 8:00 a.m to 5:00 p.m. A workday typically consists of pallets with all the required components of the server, which comprise; mother boards, CPUs, RAM and storage drives and will be recalled containing systems as per specifications of the companies. After assembly, the servers are to be configured to be imaged into proper operating system and configuration in order to be utilized as a dedicated video storage unit. In addition to hardware work, I will also be helping in video export requests, which will mean locating and excavating specific footage and sending them as per the needs of a

customer.

I report under a Support Application Engineer who is my manager.

Experience as a learning tool was actually one of the spheres of leadership that I began to pick up very quickly during my internship. In my initial weeks, I was very reliant on the more experienced colleagues, many of whom are also current or former students of ODU. Such a team-based environment allowed me to openly ask questions and simultaneously not to play a role in the decisions that require urgency or high impact by the management. Whenever I became familiar with the working process, I received more responsibility and less control over the leadership.

Communication is frequent in the team. The company primarily uses Google chat as an internal communications tool and the employee should report on the total activities accomplished at the end of each working day such as how many servers have been built or how many exports have been made. This system gives the opportunity to transparency, productivity monitoring without creating a micromanaged environment. Leadership is able to monitor the advancement and give technicians a chance to work independently throughout the day.

The process of video export has been one of the most educative in my internship. Export requests require certain information including date, the beginning and end time of the footage and the department or system on which the footage is being exported. I use internal lists and command

line tools to apply special commands in order to search and harvest the required video data. Such footage can be used in an investigation or review on an incident, hence precision and detail are crucial.

The latter assignment can be directly connected to Linux knowledge, which I learned in the courses in the Old Dominion University. The command issuance, the process of learning to move around a system structure and learning to learn about how information is organized in a server environment reinforced existing ideas that I had learned in the course of my Linux classes. The application in the field enabled me to support my knowledge of how the command line knowledge will be applied to practice within a professional IT and cybersecurity setting.

The leadership at IP Configure also emphasizes a lot on following the procedures. I learnt this when I personally made a mistake during the installation of some hardware, and as a result, one of the parts was broken. It was an irritating experience but it was handled as a learning thing and not a disciplinary one. This increased the necessity to work at a slow pace, follow the paperwork and be accuracy-oriented instead of speedy. Moreover, when I was able to observe the cases when the management provided the right direction of action, e.g. dispute between the colleagues settled, I observed the necessity to follow management guidance when there is no clear direction of action.

Overall, the leadership and supervision practice type in my internship has affected my professional development in a positive way. This freedom and accountability have boosted my

confidence, concentration and admiration to the processes. The experience has helped me gain deeper knowledge on how the quality of leadership can be gained upon the support of learning, cooperation, technical precision, and other attributes that are essential in the work of cybersecurity and IT-related careers.

