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CYSE368

Reflection Paper 3

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Unfortunately, due to being ill for 2 weeks, I was not able to complete my 50 hours for this reflective essay. However, I chose to interview a professional in my workplace to make up for it. I chose to interview one of my supervisors, Naomi Brillhart. She is an Information Systems Specialist for Auxiliary Services at Old Dominion University. Her experience demonstrates a great pathway for my personal future career. I chose her because I admire how well she can handle multiple tasks at a time. Although her job title is only an Information Systems specialist, she takes initiative to host meetings and check in with not only the interns but all other professionals as well. The initiatives she brings to our department allows for better communication and collaboration for others.

How did this person get into the cyber/IT field and into the position they now hold?

It all started with networking with other people. In 2017, I joined a now-inactive ODU student organization, Information Systems & Project Management Professionals (ISPMP for short). I met and actually conversed with the President of the organization, which is how I learned that she was graduating and vacating her ITS Help Desk student worker position. I asked her if she was willing to pass on my resume for consideration to the then-hiring supervisor, and she agreed and did so. Then, about a week later, I was offered an interview, which eventually led to an offer. From there, I developed my basic general troubleshooting, customer service, telephone, and documentation skills.

After months of working at the Help Desk, I was looking for better opportunities within ITS, which then became my student worker position for the Desktop Support Group in 2018. Becoming a student Technical Support Professional (TSP) allowed me to continue fostering my relationships with my end-users under the Administrative & Finance scope, as well as further develop my computer troubleshooting skills at an enterprise setting. After demonstrating my continuous ability to take on the responsibilities of the job, I was promoted to hourly, and then eventually, a full-time TSP. My full-time TSP is not the conventional TSP position where I only had to troubleshoot desktops, laptops, or non-networked peripherals - I also became knowledgeable of supporting CS Gold via handling meal plan configurations, point-of-sale troubleshooting, and basic door access operations.

What would be the most important knowledge, skills, and abilities needed by someone in this field?

Strong problem-solving skills is the most important, especially since a lot of positions in IT are break-fix.

What are some of the 'soft' skills they have found to be most important in this job/position?

Customer service and teamwork collaboration is essential. Break the “antisocial IT nerd” stereotype. We are the technical advocates for our end-users, so it is imperative to be approachable and be knowledgeable on how to communicate with our end-users without all the jargon.

What technical skills have they found are the most important in this job/position?

The most important skills include troubleshooting, hardware and software support, ticketing systems and documentation, and active directory and user management.

What would be good entry-level jobs for gaining experience to become an information systems specialist?

Great entry level jobs to gain experience are Technical Support Professionals and Help Desk Technicians. They allow you to establish a great foundation and understanding in this career field as you learn a bit of everything, and it gives you an idea of what you're good at.