

Reflective Journal #2

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Adapting to a Fast-Paced IT Environment

As I've taken on increasingly challenging technical support jobs and gained a deeper grasp of IT operations, the second phase of my internship has been more challenging. I've become more comfortable managing software installations, resolving network problems, and responding to service calls on my own. But this stage has also brought attention to the necessity of efficiency and flexibility in a setting where IT issues frequently arise out of the blue.

Setting priorities has been one important lesson learned. While some problems may wait, others must be fixed right away. It has been essential to learn how to evaluate urgency. A department-wide software update failure—a high-priority problem impacting several users—was a recent challenge. I learned how to remotely apply updates using Microsoft Endpoint Manager, which greatly reduced resolution time, as opposed to manually reinstalling the software for every user.

Although I've found that some requests lack thorough descriptions, which slows down initial troubleshooting, ServiceNow is still a useful tool for managing tickets. I've started aggressively contacting users for further details prior to elevating issues in order to increase productivity. This minor change has sped up resolutions and decreased needless back-and-forth discussion.

Progress Toward Learning Goals

As I come into increasingly technological problems, my problem-solving skills have continued to advance. By identifying trends in reoccurring IT problems, I've been able to deploy quicker fixes rather than starting from scratch every time. My ability to multitask and manage my time has also improved; I can now manage several tickets at once without being overwhelmed.

One surprising ability I've acquired is user guidance and training. More often than not, support requests are the result of misunderstandings rather than technical issues. Recurring problems have decreased as a result of taking the time to explain solutions rather than merely solving them. This has strengthened the notion that technical support encompasses both troubleshooting and education.

Challenges and Next Steps

Keeping up efficiency while managing an increasing volume of requests has proven to be a significant issue. Progress on other tickets may be delayed if some issues take longer than anticipated. I intend to get more acquainted with automation tools to enhance this and raise the efficiency of repeated chores.

As part of my job, I also wish to investigate network security management. I've developed a greater interest in cybersecurity's preventative aspects, such as monitoring vulnerabilities, enforcing security protocols, and enhancing endpoint security policies, whereas IT support concentrates on fixing problems. I'll look for chances to work on projects involving access control and system security in the future.

Total Hours Completed: 100

Next Steps: Improve automation skills, explore network security tasks, and refine troubleshooting efficiency.