

Reflective Journal #3

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Developing Efficiency in IT Support

The speed and difficulty of IT support jobs keep challenging me as I finish another chapter of my internship. I now feel more comfortable handling IT requests on my own, troubleshooting network problems, and fixing system outages. The true test, though, has been figuring out how to continue being productive under duress. IT settings can be unexpected; although some issues are simple, others call for in-depth research. Quick adaptation has been essential.

A recent severe system slowness that affected numerous customers was one of the most difficult things I had to deal with. I initially thought it was a network congestion problem, but after looking through logs and examining resource use, I found that an old driver was interfering with the most recent system fixes. I used Microsoft Endpoint Manager to deliver an automated driver update in place of a time-consuming debugging procedure, which stopped the problem from happening again. The most important lesson? Don't make assumptions. Always double-check.

Although ServiceNow is still a crucial tool for ticket management, I've found that several requests don't have adequate descriptions, which makes debugging more difficult. I've started proactively asking users for clarity before elevating concerns to minimize delay. This minor change has expedited response times and simplified communication.

Progress Toward Learning Goals

The more technical obstacles I face, the more I improve my problem-solving skills. By identifying trends in reoccurring IT problems, I've learnt to use quicker fixes rather than starting from scratch each time. My ability to multitask and manage my time has also increased, enabling me to manage several service requests at once without being overburdened.

I didn't anticipate learning user education. Misunderstandings rather than real technological malfunctions are the root cause of many IT problems. Instead of merely correcting difficulties, I've started spending time explaining solutions, which has reduced recurring problems and increased user confidence. The notion that communication is just as important to IT assistance as technology has been reaffirmed by this experience.

Challenges and Next Steps

It has been difficult to maintain accuracy and efficiency while handling a growing workload. Progress on other tickets is delayed when issues take longer than expected. I intend to investigate automation techniques that can expedite repetitive processes and shorten reaction times to get better.

Beyond IT assistance, I've also grown interested in cybersecurity. I am keen to investigate preventative security techniques like vulnerability monitoring, security policy enforcement, and endpoint protection, even if the majority of my work entails problem solving. I'll look for chances to work on access control and network security initiatives in the future.

Total Hours Completed: 150

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