

## Reflective Journal

The position that I am in as a student intern, is a helpdesk technician and IT intern for Westminster-Canterbury on the Chesapeake Bay. This internship is giving me hands-on experience that will allow me to gain knowledge using different technologies that I will most likely use in my future career. It is also allowing me to put what I learned in the classroom to use to make sure that I have all the concepts down. During my internship, I will work with Microsoft Active Directory, Freshdesk Ticketing System, Aruba Networking, Google G Suite, also imaging and decommissioning PCs. I will also be working on network cabling installation and troubleshooting. I am also hoping to learn about key IT business operations and to be able to work on and develop important projects for the company's mission.

The learning objectives that I am tackling during the first 50 hours of my internship are to shadow the daily operations of the Westminster-Canterbury IT Helpdesk. Observing as they handled tier 1, 2, and 3 level work orders and if they are unable to resolve the issue then I see the process to elevate the complex work orders to the appropriate support groups to complete the task. I watched as my coworkers took calls from residents and corporate staff members and tried to the best of their abilities to troubleshoot the problems over the phone. Some of the issues were able to be handled over the phone and classified as tier 1 and 2 but the ones where we had to physically go to the person that was having the issue to look at the problem in person to fix the issue.

That is not always the case some problems we can solve over the phone and they can be as easy as walking people through getting their device connected to the internet or explaining to people how they must print the files that they need. There are even sometimes that the

problem is that they need their passwords to be reset and we do that in Active Directory. So far everything that I am learning at my internship is going to put me in the position to excel with I enter the workforce when I graduate. I also will have the opportunity to stay on after my internship is over in either a full-time or a part-time function. I am happy with my position at Westminster-Canterbury and look forward to learning more every day.