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Professor Duvall

CYSE-368

IPConfigure Internship Reflection #3

For the third 50 hours of my internship, I elected to interview my supervisor, Mark Geraghty. Mark is a Senior Systems Support Engineer, level 4, and the head of assembly at IPConfigure. This interview was conducted on April 14th, 2025. Mark was more than willing to discuss the nuances of his position and how he reached his current position at IPConfigure. I asked Mark to participate in this interview for many reasons. First, I talked with Mark frequently during my internship, and I know he has an interesting background. Secondly, Mark is the go-to guy whenever assemblers or support staff are unable to resolve an issue; his knowledge of operating systems and hardware is unmatched. Finally, Mark is directly responsible for my performance reviews and thus has a good idea of what I need to focus on to further my career.

**1. How did you get into the cyber/IT field, and how did you arrive at your position at IPConfigure?**

"I was working at Subway, auto parts shops, and movie theatres until about 1997. I was about 24-25. Decided I wasn't going to make any money in fast food, so I went to Heald Technical College in Hayward, California. (No longer exists..) This cost about 12k- 15k. I got an Associate in Computer Science. That got me in the door to eFax.com, then Openwave.com, then AT&T

contractor in a data center, then I-control Networks, then ADP, then IPConfigure" -Mark Geraghty.

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

"Linux and Networking, and Hardware are the three most important base knowledge areas for the whole field. Then you can expand from there into more specialized areas and specialized learning. If you have the basic 3, you can expand into almost anything else"  -Mark Geraghty.

**3. What are some of the 'soft' skills (personal attributes, interpersonal skills)  you have found most important in this job/position?**

"Patience. Fairness. Calmness. Clarity. Detail Oriented. Focus" -Mark Geraghty.

**4. What technical skills have you found are the most important in your position?**

"Linux / programming / scripting is most important, and is used for everything I work on. Networking is just as important, and I need to get a bit stronger on that side" -Mark Geraghty.

**5. What would be good entry-level jobs for gaining experience to become a Senior Systems Support Engineer?**

"Most start with the "Level 1 Support" job and slowly gain knowledge, and hopefully get promotions. This type of job experience can accumulate over multiple jobs, as you get stronger and stronger. A good starting job would be the hardware side, to build a solid foundation for all the electronics you will be working on throughout your career. The next step would be getting strong in Linux. But best to start early, at least earlier than I did. I have 25 years in Linux/Unix/Solaris/AIX, but my skills don't reflect that. Getting a younger start would have helped that situation" -Mark Geraghty.