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Professor Duvall

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IPConfigure Internship Reflection #2

The second 50 hours of my internship involved furthering my understanding of the server build process and gaining more in-depth knowledge of troubleshooting techniques. Since Dollar Tree and WAWA servers are what I build most commonly, I have, for the most part, perfected my assembly of both of these server types. However, some of our more advanced servers still pose a challenge as they require significantly more effort. Not only do the more advanced servers take substantially longer to assemble, but the components are considerably more expensive than those I am used to working with, requiring extra care and precision during the assembly process. These more advanced servers are called Reef servers, which are typically 3- 4U and may have 12 or more hard drives, sometimes even containing two CPUs.

In terms of troubleshooting, I have experienced many of the same issues with server builds. Recently, however, a problem arose in which hard drives were not properly mounted into the chassis, necessitating repairs to server components that had been damaged during shipping. In essence, the hard drive cage wasn't being seated fully and would come loose, in some cases bouncing around inside the machine and damaging multiple components. This resulted in my entire department being retrained and the implementation of a new process, where another assembler verifies every server build. Although I recognize that I made the same mistake that led

to server damage, the individual who trained me was also unaware of how to properly mount the hard drive in this specific chassis.

While I recognize that I still have much to learn from this internship, I have recently completed a performance review in which I received marks all exceeding expectations. My supervisor took note of my cleanliness and work ethic, while also acknowledging my initiative. Although orders for new servers have unfortunately slowed, resulting in less work, I have been moved into training for support in exporting security camera footage. While nothing is guaranteed, I am excited by the conversations I have had with my supervisors and their enthusiasm in training me for a full-time position.