

Derrick Amissah

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ODU IT HELP DESK

Reflection #3 Paper

During my final 150 hours at the ODU IT Help Desk, I found that the IT Help Desk had a major impact upon my understanding of technical support. I had assumed that the work of an IT Help Desk would be primarily focused upon providing technical solutions to the issues submitted by users of the IT systems, but my 150 hours allowed me to understand the systems that support the university, the individuals that use such systems, and how those two aspects should be considered in providing support to those individual users.

One of the more impactful lessons that I learned was about the lifecycle of a ticket. All tickets begin in different ways; some may be the result of a phone call while others may be individuals who walk into the office, but all tickets follow the same structured path. I learned about the importance of proper documentation for each of these tickets which not only helps to resolve the issue that the user is having but also helps the technician who may work on the ticket in the future to be aware of the potential problems with the product and how they can be resolved.

Another topic that came out during this time was the presence of Shadow IT. Many individuals try to solve their own problems without having to approach the IT department, often installing software incorrectly or locking themselves out their account after many tries. While this is usually done out of frustration with the IT department or out of necessity to complete a certain task, there are security risks to these actions. As an IT worker, one must find a balance between being helpful to the users of the systems while also enforcing the policies that protect

the university's network. Knowing the reasons behind certain policies is half the job of an IT professional.

When working in the IT help, we have the luxury to work remotely in case of an emergency. Working both remotely and in person allows me to see the differences in troubleshooting. Working on the telephone and chat requires excellent communication skills to understand the customer's issue without being able to see them. However, working in person at the walk-in desk allows for easier and faster troubleshooting of the customer's devices. For instance, being in the same room as the customer allows the customer to experience less stress, which can in turn help to resolve their issue. Making each of these experiences allowed me to appreciate the value of adaptability in the job.

The human side of the job comes into play when dealing with customers who are frustrated with the process. Some customers who come to the support desk are already frustrated with their issues with being locked out of their accounts or experiencing Wi-Fi issues. In these instances, it is important for the support and to be calm and respectful of the user. Additionally, if customers are rude towards the requirements of the system like Duo or ID verification, I tend to not take it personally but maintain a professional relationship with the customer.

Throughout these final 150 hours, I felt confident in my ability to work in a high-pressure environment. I was familiar with creating tickets, communicating with the users, and I have grown in my understanding of security policies. I feel confident in my abilities to assist users, as I understand the necessity of those who assist users to have such knowledge and responsibility in this position. Furthermore, I feel confident in my career within cybersecurity due to my

knowledge of how to assist in the safeguarding of the users of these systems, as well as to ensure that those systems are up and running.