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ODU IT HELP DESK

Reflection #1 Paper

In September of 2025, I began another phase of my career by working at the Old Dominion University IT Help Desk. I was hoping to find a job that would give me technical experience that would allow me to further develop my abilities to connect my academic knowledge with workplace related issues. The process of being hired itself was only the beginning. Before I was able to begin assisting any callers, there was a training program that I had to work my way through. The training was separated into various, specific trainings. Each of these trainings flowed into the next, helping to build up a foundational understanding of how the university maintains its systems daily.

The first phase of the training focused on customer service and communication in IT. I learned about help desk culture, including work hours, dress code, and the Personal Device Waiver, which helped build a professional foundation. The most important part of this training, focused on learning and using communication tools effectively. Then I learned about 8x8 Work and the 8x8 Virtual Contact Center, which is an app where I receive calls when a person has technical issues. I was also trained on rules for Hotline Calls to allow urgent campus matters to be prioritized and dispatched.

Most of the second part was for the process of troubleshooting instead of the steps. I learned to evaluate, decide, validate, and provide the best solution. Equally as important was customer

etiquette training. At the ODU Help Desk, we know that being technical isn't the whole picture. Relaying clarifications, being patient, and giving sound advice to a student or staff member is what makes the interaction successful.

The middle of my training included learning about the main software that keeps the University running. This included training in MIDAS (Monarch Identification and Authorization System), ODU's main account management system, which includes password resets, Duo (Two-Factor Authentication), and account roles. For password resets, users must send a picture of an appropriate ID, such as a driver's license or a school ID, before we are able to assist. I also ask for their phone number and UIN or MIDAS ID, and after confirming, I call them to reset their password. I was also trained in ServiceNow, the main ticketing system, where I learned to create, assign, and update tickets, as well as the Knowledge Base to help the technicians solve problems fast and efficiently.

Later in the training, I developed familiarity with the many different pieces of software that ODU supports. This included everything from office software such as Banner and CS Gold to student software like Canvas, Microsoft Office 365, and Zoom. I also learned about more specialized software, such as MOVE (Monarch Virtual Environment), which is a system that gives students and staff access to campus software and desktops from anywhere. Finally, the general processes for campus housing internet and device registration.

The final training segment was related to supporting EVMS/EVMC. With the new Macon & Joan Brock Virginia Health Sciences at ODU, the help desk supports multiple areas. I studied the difference between supporting ODU and EVMS, including how to handle ServiceNow tickets and forward them to the correct Medical Support Groups. I was also trained

to support medical related software like Blackboard and familiarized myself with the EVMC campus and the different accounts for medical personnel and students.

Starting this position in September has been a fun learning experience. Not only was training an orientation, but a window into the workings of university systems. I am not only prepared to fix computers but to assist the Monarch community. From a simple MIDAS password reset to a complicated EVMC network issue, I have the tools and protocol to give outstanding support.

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Home Modules Grades People IgniteAI Search Lucid (Whiteboard) Media Gallery ODU Attendance Management Tool

Groups Calendar Inbox History My Media Comments Help

• EVMC

EVMC - Introduction

- EVMC - Introduction

EVMC - Support

- *EVMC - ODU/EVMS HD Differences
- *EVMC - Help Desk Support
- *EVMC - DSG
- *EVMC - ServiceNow Assignments
- *EVMC - EVMC Departments
- *EVMC - Campus Map

*EVMC Accounts

- *EVMC - Accounts/Services
- *EVMC - DUO Enrollment
- *EVMC - DUO Use and Management
- *EVMC - Mobile Device Management

EVMS - Software and Services

- EVMS - Blackboard
- EVMS - Wireless Network
- EVMS - Student Printing
- EVMS - McAfee (new name is Trelix)
- EVMS - Additional Software/Services

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MIDAS Quiz 20 pts Viewed

• ServiceNow Prerequisites: Getting Started, Call Management, Troubleshooting and Customer Service Training, MIDAS Complete All Items

ServiceNow Introduction Viewed

Incident Management

- *Creating an Incident Viewed
- *Updating/Assigning an Incident Viewed
- Checking User's History and Information Viewed
- Searching Incidents for Troubleshooting Viewed
- Incident Grading Matrix Viewed
- IT Groups Within ODU Viewed
- DSG Assignment Group Viewed
- ServiceNow Knowledge Base Viewed
- Creating/Updating Templates Viewed
- Scenarios Viewed

Quiz

- ServiceNow Quiz (Clif) 20 pts Viewed

- Home
- Modules
- Grades
- People
- IgniteAI Search
- Lucid (Whiteboard)
- Media Gallery
- ODU Attendance Management Tool
- Chairs
- Groups
- Calendar
- Inbox
- History
- My Media
- Comments
- Help

Getting Started Complete All Items

- *Introduction to the Help Desk Viewed
- *Staff Members Viewed
- *Work Scheduling Viewed
- *Submitting Time Sheets Viewed
- Dress Code Viewed
- *Job Responsibilities Viewed
- Personal Device Waiver Viewed
- What to Expect During Training Viewed

Quiz

- Introductory Quiz 10 pts Viewed

Call Management Prerequisites: Getting Started Complete All Items

- 8x8 Work and 8x8 VCC
- 8x8 Work and 8x8 Virtual Contact Center Agent Viewed

Cisco Phones

- Help Desk Phones Viewed