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Reflection Paper 3

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ODU Summer 2025

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Internship Reflection Paper

3rd 50 Hours

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Working as an IT Support intern for the 3rd 50 hours has given me…

Made me understand the importance of process and going through the steps so that we can get to the end objective. Trial and error has been abundant even with the professionals that I work with. Some things that we tackle throughout the day have not been touched in awhile and even though they may not know the answer at that moment it is important for us to keep trying things and use our critical thinking skills so that we are able to get the job done. Since I am new to this environment I try to observe as much as possible and absorb all of this information like a sponge. After this internship I want to be able to recite the things that I have learned as if it is second nature.This opportunity is valuable so while I intern I write notes down and try to compare them to things I have learned in my courses even if they differ.

One example of how the team had to use trial and error to come to a solution was while we were trying to figure out why 2 desktops in a classroom were showing all

the printers in the school's network. We work in the highschool and all three buildings are close together, like you can see all 3 schools while standing outside. However, the desktops were showing all the printers and we were struggling figuring out why because they were not doing this before we replaced the laptops in there for lenovo pc towers and installed chrome OS on them. We tried power washing it and re enrolling them into the domain but that did not work either. We then tried to install chrome on a separate laptop to see if there was something wrong with the chrome installation process and domain enrolling but it worked when we did the same steps. It showed the correct printers in correspondence to the students log in. So if it was a highschool student then it showed the high school printers and if it was a middle schooler it showed the middle school printers. The next step was to check the google admin environment to see if there was something wrong with the permissions. We re-arranged OUs(organizational units) to see if that fixed anything but again we had no success in getting those desktops to show only the highschool printers. The last thing we did was go back to the room and look at what the towers were connected to. We looked at the ethernet line and once we did that our supervisor remembered that the ethernet ports in that room were connected to the admins vlan. The reason that those ports were connected to the admin vlan was because that classroom used to be ITs office but they switched off that room and made it a classroom.That explained why the laptops worked properly because they were connected to the network via wifi. Since we were already in the room that had the switch in the back we went into powershell and used the IPconfig command and a laptop to find out which port on the switch was connected to the student vlan. When we

finally figured it out we switched the ports and the desktops worked properly and continued to the next project.

The next project that we did was to one re- assign the seniors' chromebooks to the upcoming kindergarteners and to switch the groups of the elementary students that graduated to the middle school and the middle school students that graduated to the high school in the active directory. In order to add students to the active directory group we had to make a makeshift password that almost everyone has to abide by that is 15 characters but as a student you only need 8 but the network does not know the original account that we are making is a student so we make a fake password until we can put them in the student group and then we change the password to the appropriate format that the students have. Once that is finished I move onto the next project and that is moving the students accounts to the appropriate school which was relatively easy. I just had to highlight all the students and move them to the right area within the network. More tedious than anything but nonetheless a very great learning experience.

Overall, the 3rd 50 hours have…

Taught me a whole lot and expanded my knowledge even more and grew my comfortability within the field. I have become more familiar with networking,active directory, asset managing and the importance of problem solving. I am encourage to do some of my own home labbing. I have acquired a cheap laptop and downloaded linux on it to practice a little bit on the command line. I do not work with linux at my internship but in cybersecurity I have heard that linux is very prevalent so I will do my best to set

myself up for success. Especially because this internship has made me feel like I am not totally clueless in this community. Currently I do not know what the next goal is for the IT team at Surry county public schools but I am excited and ready to learn more and get involved.