

Donovan

Reflection Paper 2

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### **Internship Reflection Paper**

#### **Second 50 Hours**

**Working as a(n) IT Support intern at a school environment for 100 hours has given me...**

The opportunity to understand the value in team communication and cooperation. The second 50 hours we have been setting up new lenovo PC towers in a few classrooms and installing windows 11 on a bootable usb that already has windows 11 on it. Doing this has allowed me to feel more confident within this field. Learning it from a class is way different than being in person and doing it with other people in a work environment where you can bounce ideas off of one another and assist each other. Working alongside my supervisor Stephanie has allowed me to ask more in depth questions in a building that I am used to since I used to attend this highschool. I have found that it is very important to coordinate with other departments that way we are not in other people's way. Being that the school year is over we do not have to worry about students being in the way but, maintenance does have to clean rooms that we are working in and

wax floors so it puts certain things on halt and that is why timing and communication is important.

**In addition..** The more technical side of things has been very refreshing to learn. After installing windows 11 onto the PCs we have to add them to the schools domain and work within the active directory. This would be my first time touching any active directory other than simulated labs and me being from the school system it is very easy for me to grasp the reasoning for certain groups and permissions. So it is broken down into the 3 schools then within that there are the classrooms and the teachers and then every device that is within those rooms. After we added all of the PCs to the domain it falls into a certain bucket and we move that PC to its correct group. We also had devices that had Chrome OS on there so we used chrome admin to do the same thing we did in active directory. Growing up at that school I never realized things like this changing the next year. You kind of think of it as the internet just works but in reality there is a lot of work that goes on behind the scenes

**Overall, the second 50 hours have...** Made me more comfortable around technology. Originally I had low confidence in my ability to handle technology. It was like I have seen these things and knew what they were but I personally was not comfortable with handling them. It was like I could not trust myself with them. The team at Surry County public Schools have helped me with this and have not judged me for what I do not know but continues to teach me as I learn new things in a practical sense.