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Reflection Paper 4

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### **Internship Reflection Paper**

#### **4th 50 Hours**

#### **Working as an IT Support intern for the 4th 50 hours has...**

Helped me understand more things about inventory and hardware. I have been given the opportunity to work with a lot of different systems hardware and software but during these 50 hours I have worked with more hardware and inventory. Specifically I have for the first time installed ram into a PC. Two of the classrooms where we brought in the new lenovo PCs we also bought an additional stick of ram. The funny thing is whenever I am working with new hardware I get a little scared working within it because it feels like it is fragile but it surprisingly is not at all. When I went in to place the stick of ram in the extra slot I was very hesitant and randomly my supervisor had said “ Do not be scared, trust me you will not break it. She was right I did not break it but after we installed ram to more than 20 computers we had complications with 4 of them. The first two we just had to take it out, put it back in and reboot the system and it worked just fine. The 3rd one with a problem took forever to fix itself so we tried swapping the ram sticks but she

informed me that It might start beeping because the stick of ram was in the primary ram slot when it is not supposed to. That is exactly what started happening, the ram started to peep. So, we decided to swap the spots once more and it worked like it was supposed to. Technology is strange with how just trying again, rebooting and updating can just fix the majority of your problems. Lastly, the 4th PC was not so easy to fix. After we stuck the Ram in the display stopped working and we did not know why because normally ram does not have anything to do with the display. We tried taking the ram out, changing the from hdmi to display ports and even trying to change out the monitors but nothing seemed to work. Then the PC would not even power on and at this point it had been a few days and we had to move on.

#### **Other things....**

We also threw away and rearranged the inventory. Specifically the printing inventory in all three schools. We printed out a sheet of paper that had all the printers that we currently use and where they were. We went into the storage room and threw away things that we needed and kept things that we did not need. What was strange was we were getting a lot of toner for a particular Xerox printer. We had like 30 plus for 3 printers. When we discussed this with the ladies at the front desk they had said that the company kept bringing them like 3 times a week, more than the usual. My supervisor got into contact with the company and found out that it was on purpose but the company did not realise that it would be too much so they said they would dial it back and take any excess toner that we had in our inventory. Once we finished with the inventory we had a ticket for a phone jack that was not working properly for 2 classes.

We headed to those classes and took a look. We replaced the jack in the wall for good measure and we did get connectivity but the phones were not getting an IP address. So we copied the identification number on the jack plate and followed it back to the switch. One of the jacks was not even communicating with the network for some reason but we were able to get it to communicate with the network. At first it was saying it was not connected so we decided to revisit it in the following days and when we asked the teacher that was at the school for summer school she said it was working just fine. The other phone we are currently still trying to find out why it is not connecting properly. We swap the ethernet cables, the jacks, even the phones but it only does not work in that room so we have to do some more troubleshooting in order to solve that problem.

Then work started to slow down so I decided to ask for help for a project I was doing at home. My supervisor agreed to help and we started to do that. I was trying to install linux on an old laptop that I had so that I could practice on a command line. When I tried to install it. It would only let me download a very basic version, No desktop environment just the terminal. That is what I presented to her so she told me I would have to connect to the internet and download the rest so we tried that and I did not have any drivers installed. A driver is software that allows your computer to communicate with things like wifi and ethernet but I had none installed so I could not download the rest of the tools. I had to manually download the driver from my personal computer to a usb back to the laptop and install it from the usb. I thought I was in the clear when then I had got stopped by a command I needed called rkill. Which is more software that allows wifi, ethernet and bluetooth to be blocked on a computer. I had to also manually install

that from a usb. Finally after that I could download all the necessary updates and a desktop environment and I was able to use it. I have not done any projects from that computer yet but I will soon.

**Overall, the 4th 50 hours have...** Was a great learning experience. Inventory, Linux commands and hardware were the big takeaways and I am very appreciative of what I learned from Surry County Public Schools.