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Reflection Paper 6

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Professor Teresa Duvall

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Internship Reflection Paper

6th 50 Hours

Working as an IT Support intern for the final 50 hours has...

Being a blessing, I am very grateful for the opportunity that Surry County Public Schools have given me. All I needed was a chance from someone and my hometown gave it to me. This possibly gave me the experience to get my foot in the door with tech. All the other internships I applied for most likely denied me because of my experience. I do not blame them and now that I have more experience I feel accomplished. I am happy I was able to go through this internship and learn so much from Tech in a school like environment. Because this is a small school and the IT team is so small I was able to gain a lot of experience in various areas, hardware, software, customer service, networking, asset management, active directory, google admin, Virtual machines and more. I do not think any company that would have brought me on would have given me the amount of skills that I have learned within the journey with Surry County Public Schools.

In these last 50 hours I was able to do something that I do not think would have been possible by the end of this. That is I was able to lead and supervise a project. This project that I

have done multiple times with the tech team sense I have been there but in more of a continuous state. Both of our supervisors had a meeting to attend for 3 hours and in those 3 hours I was told to make a plan to create labels, enroll 20+ devices into the network, and add the users to the device and link the users and the devices in our asset management software. It was only one other intern but I led this project and assisted as we finished all of them within that 3 hours. I was able to teach the intern things that I did not know when I first got there so it was a very full circle moment. Another one of our last projects was to create accounts for transitioning kindergarteners to first graders because they were getting chromebooks for the first time. Only devices that students receive prior to 1st grade are tablets so since it was a transition period we have to sign them into chromebooks, create cards for the students, bag them and divide them into their homeroom classes so their teachers can hand them to them once the first day of school rolls around. We also had to do this for a new list of new students that were coming in but it was not as big of a task since there were not that many more students.

A very great realization that I had while talking to Stephanie about her career and how far she came was how she got into tech a lil later in life. She originally did not have a bachelors in Information technology but it was in another unrelated field. She told me how when she started tech what they would consider their server room would be a big giant computer that would do everything essentially and if something were to go wrong with that then there was nothing they could do until a 3rd party would come in. I thought about this for a while because it made me think of a question. Is it better to start in tech when everything began or is it better now with all of the resources that are out now. I kind of think it would have been better starting at the beginning, when everyone was a newbie and the pressure might not have been so tense as it is now when you see all of your peers succeeding and grasping it so much faster. Having to look backwards for historical knowledge and future knowledge because tech is just growing so fast.

Our most recent project was to go over to the school board office which is about 10 minutes from the schools and we rode with Stephaine. The goal was to replace those old windows 10 devices that could not be updated to windows 11. They were all in one so they were no good. We switched out all of their PCs(which was about 5 in total) and replaced them with docking stations so that they could also work from home. In doing that we had a discussion with everyone inside of the school board office and asked them to tell us which files, documents, photos they wanted from their all in one device. They told us and we uploaded the data to a flash drive. We also uploaded any applications that were important to the job. Then we gave them all a second monitor so that everything was cohesive and easier to work with. lastly we gave them a rundown on how they can work their docking stations and we went back to the school.

Overall this last 50 hours have been an honor and I learned a whole lot from the IT department at Surry. After this internship I might visit and volunteer from time to time because there is always room to learn and I really enjoyed working there. I gained new skills and made connections with people. I hope that this has led me in the right direction to a fruitful career in Cybersecurity/IT.