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CYSE 368

Journal 1

On June 10th, 2023 I left my job as a customer service manager at Hobby Lobby Stores, Inc. to work at Technology Integration Group as an Information Technology Technician. As an IT tech, I have learned many different skills and I am continuing to learn more skills each day. At the job, I am to actively and accurately diagnose, troubleshoot, and repair Chromebooks and Dell computers. This in itself is not very hard but it taught me one thing when I sat down and really thought about it, everyone has to start somewhere. This job being the very beginning of any person's IT career, I knew I had to push through and get through it. On my first day, I was working with a fellow IT tech and he was showing me how to repair the Dell Latitude 3420 model laptop for Henrico Country Schools.

This not only amazed me at how much I did not know about laptops and how complex these machines really are. Over the course of my first week, I learned how to disassemble and reassemble these machines along with diagnosing any core software-related issues. I feel like this when right hand in hand with my computer programming class as there are times when I have to interact with a Linux kernel and program certain things into the computers. I feel like that class helped me with learning how to navigate my way through the new operating systems and teach other people how to breeze through the tedious commands. This about wrapped up my first week at TIG and I can't wait to learn more information about the different computer types and how different models work.