Florenda Amponsaa

ODU ITS Help Desk

CYSE 368

Fall 2023

November 27, 2023

Table of Contents

Introduction

My academic pursuit of cybersecurity led me to make the smart decision to start an internship at the ODU ITS Help Desk. Understanding how important it is to have real-world experience in this profession, I looked for a way to put my academic knowledge to use. As the first point of contact for academics, staff, and students in need of technology support, the ITS Help Desk offered a vibrant setting in which to make a significant contribution to the university's technological infrastructure. I also thought I was a good fit for the job because I am a cybersecurity student with a minor in IT and cybercrime. I saw this internship as an opportunity to expand my skill set and obtain practical experience that will be useful for my future career.

Learning Objectives

- Experience in Resolving IT Issues: Gain the capacity to effectively handle a range of IT problems.
- Online safety Understand how cybersecurity theories are used in real-world situations.
- Improved Interaction and Issue-Solving: hone problem-solving techniques and enhance communication skills in a work setting.

Type of Organization

Information Technology Services (ITS) at Old Dominion University is essential to providing the campus community with high-quality, reasonably priced computing and communications services. The main point of contact for questions and problems pertaining to technology is the ITS Help Desk, which makes use of platforms including CS Gold, Service Now, 8x8, Teams, OneNote, and Midas.

Orientation and Training

I started my internship in July, right before the school year began. I underwent a comprehensive training program that lasted anywhere from three weeks to a month. At first, the training concentrated on password resets, giving participants a basic grasp of the assistance procedure. As I proved my abilities, I was able to handle increasingly difficult assignments. During this time, I learned the technical skills I needed and gained insight into the subtleties of the ITS Help Desk's operations.

Supervision and Structure

ODU ITS's management environment is distinguished by efficient oversight and a methodical approach to task distribution. Frequent progress reports showed my areas of strength and need for improvement, giving me significant insight into how I was performing. This method of providing constructive criticism promoted a positive learning atmosphere.

Job Responsibilities

I was responsible for handling a variety of problems as an employee of the ITS Help Desk, including password resets, ODU controlled devices, Midas-related duties, canvas, Microsoft 365, two factor, leo online, degreeworks, personal devices, etc. Every task was essential to maintaining the seamless running of the technology services offered by the university.

Importance to Business

Each task was very important in terms of how well the university's technology infrastructure functioned as a whole. Faculty, staff, and students were guaranteed ongoing access through password resets, however managing ODU-managed devices and Midas-related activities had a direct influence on university operations on a regular basis.

Skills Used

My internship gave me the chance to put my cybersecurity knowledge to use. I worked on projects requiring a combination of theoretical understanding and real-world application, such as managing passwords and managing ODU-managed devices.

Skill Development

My awareness of cybersecurity outside of the classroom was improved by the encounter. The internship's practical challenges helped me hone my talents and widen my viewpoint by exposing me to subtleties not discussed in the classroom.

Relevance of Curriculum

My education at ODU gave me a good foundation for the internship. The course material gave students a strong foundation in cybersecurity concepts, which made it simpler to navigate and comprehend the real-world problems that the Help Desk presented.

Connections to School

I discovered clear links between the abilities needed at the Help Desk and what I had learned in school. My scholastic path was rewarded with the application of concepts acquired in the classroom to real-world situations.

Reflective Papers for my intenship

Reflective paper 1

Hello, my name is Florenda Amponsaa, and I will be discussing my present internship/job at the ODU ITS Help Desk for my internship reflection paper.I have been working at the ITS Help Desk July this summer, right before school started. It was reasonably easy to get the work because they were searching for new employees, and since I am a cybersecurity major with a minor in IT and cybercrime, I was a good fit for the position because of what I could contribute. I applied to this job because it could count as an internship for my internship class and having an internship before I graduate will look good on my resume and help me get hands on experience before I graduate. The Its Helpdesk is essentially a call center type job where faculty and students call or email with issues they are experiencing, which can range from a password reset to issues involving odu managed devices, email account requests, Midas creation, and etc. I am required to either resolve or troubleshoot the issue to the best of my ability, and if I am unable to solve the issue, I would transfer it to a different department better suited to fix the issue.

I was in training for a period of between three weeks to a month and began by doing password resets to help prepare me for the job. For password resets, I would respond to people

who provided the necessary identity, then contact them and provide them with a temporary password that would allow them to reset their password.I quickly understood the context and was soon allowed to begin taking calls and handling issues more complex than password resets. The job provided many resources to help with any and every issue I might encounter, ranging from instructions in onenote that were developed from any issues I might encounter to coworkers who were able to assist me with any issues I might come across, and this was extremely helpful during my first 50 hours working. Some of the applications we use is 8*8 for phone calls, service now for tickets, CS Gold for door access and Banner. The position offered a monthly progress report that assessed an employee's performance and supplied tickets when an employee made a mistake and taught them where they went wrong and how to correct the problems for future experiences.

Reflective paper 2

      During the following 50-hour work week, I finished my training and was allowed to begin taking calls on my own with the additional resources provided and coworkers help too. After my first month I got a progress report and it was good I didn't have mistakes on my tickets. When school I was trained on how to answer hot line calls which are calls from class rooms, these calls are from professors that needs help in the class room and we send it to ITS Classroom and they go into class and help the professor out.

To avoid making a lot of mistakes I asked a lot of questions sometimes even when I know the answer to to avoid making mistakes and help me learn more and understand what I am doing. I also had a coworker who thoroughly explained my primary tasks at work and demonstrated how

to approach each circumstance, which greatly aided me in understanding what I was required to do in various situations.

Above all, it just took practice; the more I worked the job, the more confident I became in my ability to complete the task at hand. I also got better at my job and able to experience more things through trials and tribulations. I also began to notice several things that I could relate to my daily life as well as my major since i am a cyber security. So far my experience at the Help Desk has thought me a lot and I know I have more to learn from here.

Reflective Journal 3

My work performance improved significantly over the next 50 hours I worked, as shown by an improvement and on my progress report from October to November is still a 100. I credit my advancement to the efforts of both my managers and coworkers in assisting me in better understanding how to perform my daily tasks. It also took a lot of practice and work, but eventually I became familiar with the various types of situations I had to handle on a daily basis, and the job became easier.

As time moves on I began to pick up on some tricks that made the job easier, such as having access to older tickets so that whenever I encountered a problem I was unfamiliar with, I could look back at either my previous work or the work of my coworkers when they were put in the same situation as me to see which steps were taken to resolve the issues.

 Even though my progress report began to rise back to the levels I was familiar with, I began to notice myself becoming comfortable and I had noticed that I wasn't afraid to try new things at the job and I didn't want to make mistakes and mess up my grade. I knew this was a smart mindset, so I began to put myself out there more and attempt new things in order to become

more comfortable with any new situation. I began to notice improvements. I began to like the job more and more as time passes, I will continue to learn something new that will be valuable to my personal life and to my major.

Reflective journal 4

I noticed an improvement in my work over the course of the following 50 work hours and this could be seen in my progress report as my grade remained the same. I also started to push myself more and try more things I was unsure of. Working at the ITS support desk has allowed me to learn and grow in many areas, therefore I was overjoyed to see improvement. Since I had been working for several months at this point and had encountered nearly every possible situation, I always felt very at ease when I arrived at work. Despite my experience and the advancements, I occasionally encountered situations that were quite rare. As I continued to work at the help desk, I got more adept at resolving any problems I might encounter at this particular time. My responsibility as a help desk employee is to help customers who called usr with a problem and locate a solution. I didn't understand how much I enjoyed helping people until I started my internship at the help desk. I learned how satisfying it was to be able to make someone's day better in any manner. When I started to consider what life would be like in the real world after graduation, one of my main goals was to make the best first impression I could and to network as much as I could in the office. This will come in very handy when I need things like references, letters, or other things of that nature, as I can then contact them for assistance.

Reflective journal 5

In preparation for my fifth reflective diary, I questioned my manager about the knowledge, skills, and talents that a professional in this sector must possess. What would be the best entry-level jobs to obtain the experience needed to become an information specialist. The first question's solution was that "problem-solving aptitude is the most important requirement for the job because we deal with a wide range of situations, making it crucial to be able to think quickly and solve problems." Without the capacity to be personable and possessing great communication skills, his position would not have been conceivable.The staff looks to the manager when they have issues they don't know how to resolve or when we deal with issues that affect the entire campus, thus being a manager comes with a lot of responsibilities.

Since the help desk is really a call center, dealing with staff and customers, whether in person or over the phone or email, is a major part of his daily duties. For this reason, having strong customer service abilities is crucial. The best approach to get the job is to start as a help desk employee and work your way up, but it's alright if someone hasn't done that because they can rely on experiences from prior customer service.

Reflective journal 6

Stefan Hancock, my manager, was one of the people I spoke with for my previous journal entry. What are the most important information, skills, and abilities required by someone in this industry, I questioned him. He replied that understanding the nature of the issue and the most effective course of action is essential for helping users who are experiencing difficulties. Additionally, a person in this sector needs to have technical expertise in fixing computer,

hardware, and software issues, strong customer service skills, and the ability to pick up new technologies rapidly and adapt.

I next asked him, "What would be good entry-level jobs for gaining experience to become Its Help Desk lead technician?" as my second query. The quickest way to get his job, he said, would be to start out as a help desk agent. You can gain the skills and expertise you need to get ready for a career as Its Help Desk lead technician by working as a help desk agent.

Last but not least, I asked him what he thought were the best and worst aspects of being a lead Help Desk technician. He replied, "The best part of working this is if you enjoy tech, you will be given the opportunity to learn new things every single day, and the most challenging part is dealing with stubborn customers who refuse to listen when you are trying to help them out.