

Florenda Amponsaa

Cyse 368

Reflective paper 1

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.