Armond

Reflection Paper 1

My first week and a half in the IT Department for the City of Petersburg has been both challenging and rewarding. It has afforded me the opportunity to develop a deeper understanding of IT help desk operations and cybersecurity measures, while also allowing me to contribute meaningfully to the department's goals. The IT Department is over the whole city which means we cover the IT needs of every department that a local government has and more. We have a system that city employees can put in tickets for any IT or security issues. This past week and a half I worked in the city’s transit department where staff members needed monitors set up and printers connected for the department. We also cleared security issues with the servers and made sure the transit tracking system was safe and that there were no vulnerability assessments.

In the planning department (zoning) we had employees having email issues and had to secure and improve passwords to limit any future problems. We also had to secure and correct the domain in the finance company and make sure their access keys were working for the new employees. The finance also had issues with their telephones and printers where we had to find the correct ports to fix the problem. This Internship is so versatile because it doesn’t only cover cybersecurity but, it covers everything related to IT. I will continue to learn and improve my IT skills. This makes me even more efficient in cybersecurity because I will know the ins and outs of everything. This is also my second year doing this and has prepared me for the present and future of my career.