

Jacob Carney

Reflection Paper 1

2/22/2026

ODU Spring 2026

Plasser American

Professor Teresa Duvall/TA Joshua Russell

Internship Reflection Paper (First) 50 Hours

Working my first 50 hours as a Desktop Support Specialist at Plasser American has been both exciting and challenging. During my first couple of weeks on the job, I gained a good level of understanding technical support operations, customer service expectations, troubleshooting using NIST strategies, and the overall IT structure that enhances day to day business functions. The first few days have provided me with a better look into the duties of desktop support and the importance of effective communication, and technical knowledge.

One of the first things I was taught was how important the ticketing system is to the workflow of IT support. I was introduced to Jira which is a service management, and is what we use to log, track, and resolve user issues. I was shown how to correctly log incidents, as well as categorize problems, and give priority levels. At first, getting to know the system was kind of overwhelming, but I quickly understood that clear documentation ensures accountability and

communication within my team members. I also learned that the more detailed the ticket notes are, the more help to build a knowledge base for recurring issues, reducing resolution time in the future if we come across the same technical problem.

Another major area of learning involved user account management and system administration. I was given lots of hands-on working with the active directory, where I had access to resetting passwords, unlocking accounts, and adding users to certain groups. I began to learn how important identity and access management is for maintaining security within an organization. Even the small things like password resets require verification procedures to ensure company data remains protected.

Hardware troubleshooting was another skill I began jumping into. During my first fifty hours, I helped with diagnosing and repairing desktop computers, laptops, docking stations, monitors, and printers. I learned to approach hardware issues with a plan by checking power sources, cable connections, and device drivers before making any matters worse. I also helped out with deploying machines, including installing operating systems like Windows 11 the newest version being 25H2 and configuring them with necessary company software. Shadowing technicians showed me the importance of patience and thinking wise when troubleshooting devices.

Overall, my first fifty hours as a Desktop Support Specialist at Plasser American have provided a strong building point in both technical and professional skills. I have learned how to work with ticketing systems, manage user accounts, troubleshoot hardware and software issues, and prioritize lots of work in a fast-paced environment. While there is still much to learn in the coming weeks, these first few experiences have boosted my confidence and strengthened my

interest in the IT field. Each day presents new challenges, and I look forward to continuing to grow my technical skills and contributing in every way I can to the team.