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Reflection Paper 2

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### Internship Reflection Paper (Second) 50

During the second 50 hours of my IT Help Desk Agent internship at Plasser American, I continued to make myself comfortable with the foundational skills gained in the initial phase. The past couple of weeks allowed me to become more familiar with the responsibilities of a help desk professional and understand how technical support enhances the overall efficiency of an organization. I gained additional hands-on experience in troubleshooting technical issues, communicating with users, and managing support requests, leading to an increase in my confidence and technical knowledge.

A big aspect of this 50 hours was the experience I gained in troubleshooting common technical problems. I handled various issues, including software errors, login problems, network connectivity issues, and printer malfunctions. Initially, I relied on documentation and guidance from more experienced team members, but over time, I began to identify patterns in recurring issues and learned to resolve them more independently. This experience contributed to the

development of stronger critical thinking and problem-solving skills, which are vital in the field of information technology.

Another major responsibility during this time involved working with the help desk ticketing system using Jira. I learned to document user issues accurately, track the progress of support requests, and ensure timely resolution of problems. Proper documentation was needed because it allowed my team members to know if the situation of a ticket needed reassignment or more help. By the conclusion of my second 50 hours, I felt more confident navigating the ticketing system and prioritizing tasks based on urgency and impact.

Communication was also a big component of my development during this stage of the internship. As a help desk agent, having a solid grasp of technology is necessary, but it is also important to communicate technical solutions in a manner that non-technical users can understand because not everyone is tech savvy. I engaged with users in person, over the phone, and through email to guide them through troubleshooting steps. This work helped work on my patience and communication skills, particularly when assisting individuals who were unfamiliar with technology.

Lastly, I participated in routine IT maintenance tasks, such as installing software updates, setting up user accounts, configuring workstations, and preparing devices for new employees. Being proactive in these activities taught insights into how IT departments manage systems to maintain smooth operation, highlighting the importance of organization and proper procedures in handling technology resources.

One of the key lessons learned during my second 50 hours was the value of teamwork in an IT environment. The help desk team often collaborated on more complex issues. When one

technician encountered an unfamiliar problem, others would share suggestions or similar experiences. This observation underscored the significance of knowledge sharing in the IT field and emphasized the necessity for technology professionals to learn from one another continuously.

Overall, the second 50 hours of my internship proved to be an invaluable learning experience. I became more comfortable with the tools and responsibilities of an IT help desk agent, enhanced my troubleshooting skills, and improved my communication abilities with users and coworkers.