

Reflective Essay

I have gained a wide range of skills during my degree program that are essential to my profession in network security, communication, and IT support. Through an interdisciplinary approach that combined courses from communication studies, cybersecurity, information technology, and computer science, these abilities have been produced. I have developed a thorough awareness of the technical and interpersonal facets of IT by enrolling in classes in network administration, technical communication, security protocols, and customer assistance. My program's interdisciplinary structure has given me the adaptability I need to tackle a variety of IT and cybersecurity-related problems. This essay will examine how three essential competencies—IT support and help desk, communication, and network security—have influenced my preparedness for the workforce, assisted

IT assistance and help desk proficiency were among the fundamental abilities I acquired when I was a student. My studies in systems administration and troubleshooting, where I gained the ability to manage practical technical issues and provide end users with efficient help, were the main source of my expertise. My help desk ticketing system report, which displays the quantity of tickets I resolved, my average resolution time, and the kinds of issues I addressed, is an essential item that exemplifies this ability. I was better able to understand the significance of setting priorities, providing excellent customer service, and making sure that users' IT problems were promptly resolved because to this artifact.

As I handled these requests, I thought about how my operating systems and networking foundations classes gave me the technical know-how to address difficulties like hardware malfunctions, software bugs, and network connectivity issues. In addition to improving my technical proficiency, these classes made me realize how crucial good problem-solving is for IT support positions. Additionally, communication course theories taught me how to clearly and understandably explain solutions so that consumers could quickly grasp the procedures to fix their problems. Jobs that emphasize troubleshooting skills and customer-oriented communication highlight how this combination of technical knowledge and communication abilities precisely matches the requirements of IT support and help desk professions.

Success in any professional industry is largely dependent on effective communication, which I have honed via both written and oral activities throughout my training. A technical documentation assignment I finished for a technical writing course is one of the main examples of this ability. Writing a user manual for a sophisticated software system required breaking down complicated procedures into manageable steps for users with different degrees of technical expertise. In order to make the document readable and simple to understand, I had to strike a balance between the technical intricacies and clarity.

I was able to use communication ideas from my business communication and English classes, which placed a strong emphasis on audience analysis and writing structure, thanks to the course's interdisciplinary approach. Coursework that required me to explain complicated subjects to both technical and non-technical audiences also

improved my presentation abilities. I improved my ability to translate technical jargon into language that a wider audience could understand by writing scripts and making slides. In the IT industry, where positions like help desk support, network security, and system administration usually call for clear instructions, technical writing, and strong interpersonal communication, these communication skills are essential.

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This project's broad aspect was beneficial. I used computer science ideas to comprehend operating systems and network protocols, and I also used theories from cybersecurity frameworks and risk management to create solutions. I was able to comprehend how to secure a network, set up firewalls, and stop unwanted access thanks to the knowledge I acquired in networking and cryptography classes. As I completed this task, I discovered that creating realistic, real-world cybersecurity solutions required a blend of theoretical and practical expertise from several fields. The abilities I gained from

this project are in line with network security job descriptions, which look for applicants who can apply security measures, identify threats, and assess vulnerabilities.

To sum up, my interdisciplinary education has been crucial in assisting me in acquiring the abilities required for a prosperous profession in network security, communication, and IT support. Combining the communication theories I learned in my business and English studies with the technical knowledge I gained from my computer science, cybersecurity, and information systems classes has allowed me to approach problems from a variety of angles. I employ technical problem-solving techniques and good end-user communication in my IT support positions. In order to safeguard and secure networks, I integrate risk management techniques with my technological skills. Because it encouraged writing, critical thinking, and interdisciplinary integration across other areas, the IDS 300W course was particularly helpful in preparing me for these issues.

Since technology is always changing and demands the capacity to adapt and apply information from many fields, it is imperative for those working in the IT industry to be interdisciplinary thinkers. I'll use this capacity for cross-disciplinary problem-solving in my future work and keep learning the skills I need to remain competitive in the rapidly evolving IT and cybersecurity market.