

## Reflection Paper #1

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Instead of having a traditional Internship that I am writing about, I am writing a reflection about the job I have obtained as a substitute. The job is as a student help desk technician at ODU's ITS department. The job allows me to gain real time IT experience that I can use to help evolve my skill set and transition them into the cyber world. My experience with the job so far is training. To start off, the department is not that big, in terms of building size and staffing. It seemed like only 4 people were all hired around the same time as me. The supervisor is a very down-to-earth person who effectively communicates everything about the job and has been showing us the proper ways to go about working there. The initial training period is longer due to the fact that they really emphasize the fact that they want to make sure that you are ready before sending you off on your own since the job is primarily by yourself with the knowledge that you know. The start of the training period has been basic procedure in the department such as how to navigate everything, what to do in certain situations and the way to properly set yourself up for success. Training has a lot of information that is needed to go over due to the wide range of possibilities that can happen on the job. We also have many different systems that we will use once we finish with training such as "service now" which will be the primary source for finding the tickets of users who are having issues with their various systems, or "8x8" which is our phone call software for people who want to call the help desk for a more immediate issue. In training, we also have to learn the ins and the outs of each system, so that way we know how to maneuver through them as well as make the job easier for us. So far, everything does not seem too complicated and more so just a lot of information that is new to me. I am not doing a lot of hands-on work just yet but every now and then in training we go over different scenarios for

what can happen, and we must come up with solutions or different paths to approach them. So far, the experience has been very enjoyable and very knowledgeable, and This job is going to be the steppingstone that helps me to find other jobs more within the technology field. I was fortunate enough to be able to get this job before I graduate so that way, I can use my degree and my work experience to help find a good job. Since this is not a standard internship, there is not a specific timeline of how long I will work at this job, which is good because I can then work longer here whereas an internship would be for only a few months maximum. I am getting the hang over everything at a steady pace, and I believe that when I start working on my own, I will do fine. Due to some of my classes as well as life skills, I think that the prior skills and critical thinking will help me in the long run with working an IT job like this. For right now training has been like more of a classroom setting, but as it progresses on, it will turn into more of scenario based or even shadowing someone during a shift and learning and analyzing firsthand the different situations that could happen while you are working at the job. Some situations can be the same, like if someone needed their Odu password reset for example, but for the most part, each day will have some type of difference as well as the pace of each day will be will not be constant. Some days could be slower than others. Not to mention special situations like if there is a major incident like if a system was down or a power failure. Each day will have something different which I like because having the same predictable shift or job can over time become stale and boring. Working at the ITS help desk is going to be an experience and I look forward to diving in more depth to the job.