

Jo Brown

Reflection Paper 2

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Professor Teresa Duvall

Internship Reflection Paper

Second, 100 Hours

Working within the IT Help Desk for 100 hours has given me a chance to work within a live Information Technology environment, which was one of my stated objectives for this semester. I was hoping to be able to gather valuable experiences for future employment opportunities, which as a senior, is now something I have to consider. Over the last 100 hours I have been trained for actual live work as a service technician using the backend system. We completed tickets within the ODU Service Now portal, as well as ran through the procedures for password resets, hotline calls, and general ticket resolutions. Within the last week of time of writing, I have been escalated from training into live service technician (although being shadowed by a more experienced technician).

The value of patience, as well as teamwork, are thus far the most important things I have learned whilst working in the Help Desk. Furthermore, working within this dynamic team environment with people of similar levels of knowledge and skill when it comes to the workings of the technology that we assist with has provided me with insights that I absolutely will be taking forward with me as I enter the workforce after graduation. I have also gotten experience

talking with people in stressful situations (if you're talking to us, you're not having a good day) and helping them resolve the source of that stress.

In addition to work, the IT Help Desk has provided me with some interesting people to talk with. Notably, my direct supervisor Porter is very interested in several hobbies that I participate in. This environment, being inherently social due to the collaboration required from technicians, also fosters a very casual and friendly environment where we talk and joke whenever we're not on the phone and just working on tickets. We especially talk a lot when we're not working on tickets. This social environment has honestly given me some insight into how help desks operate and that when we're not using our customer voices, we're just regular people who want to help. Despite the stress caused by having someone on a long hold while you work with your coworkers to resolve the issue, the sense of relief and release of mental dopamine that resolving that issue gives is a genuinely wonderful feeling. Although this is not without some drawbacks. I have become very aware of the incredibly segmented and separated nature of the various departments here at ODU in the ways they very seldomly speak to each other unless it is regarding something that involves both of them.

In conclusion, the past 100 hours of my internship have been rather well apportioned, and I was very much able to procure new skills. Over the next 50 hours, I hope to continue to help the people who call in to our help desk and resolve issues faced by our Monarch community when it comes to technology.