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Reflection Paper 1

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Professor Teresa Duvall

Internship Reflection Paper
First 50 Hours

Working as a Helpdesk Technician for 50 hours has given me invaluable experience in daily IT procedures and basic troubleshooting. Starting off, I learned our basic systems and how they fit together. Furthermore, I was shown where to find our Standard Operating Procedures [SOPs], specifically those that will help for my position, and how to browse our ticketing system to look for how things have been resolved previously. I quickly adapted to these technologies, and I am now very proficient with the Microsoft Admin Center. As we are a fully cloud-based company (no on-premises data), navigating this portal is necessary to accomplish many of my responsibilities. I was able to shadow some of our personnel and understand how they communicate with those calling into IT for assistance and troubleshoot common issues. One procedure that I picked up early was resetting users' passwords, a very common ticket (also known as an incident or issue).To summarize this process (there was surprisingly no SOP for password resets), you confirm the user is who they say they are by confirming some of their personal information BEFORE resetting their password. I did point this out to my

coworkers, and they agreed that passwords were only to be reset if a user were to call in and be able to confirm their credentials (providing passwords over email or other software like Teams is unacceptable). As I grow familiar with this process, I am able to look at the other tickets being closed to further my skills. For example, a method to troubleshoot email delivery, in our environment, using Microsoft's Exchange Message Trace feature, you can confirm if a message hit their inbox and if it was moved by a rule elsewhere (such as to Junk or another folder).

The value of collaboration and customer service are the most important things I've learned during the first fifty hours. Communicating respectfully and properly with coworkers is essential not only to closing tickets, but giving user(s) with issues or tickets the best and fastest resolution time. Coworkers helped me tremendously in getting me up to speed and giving me pointers where needed. Furthermore, even in non-entry-level positions, customer service and collaboration are even more important, especially when the stakes are higher, such as having to implement a new email security solution.

Overall, the first 50 hours have been a great introduction to information technology. I learned a lot of enterprise IT tools and a lot about how a business utilizes IT to make its operations more efficient. I developed a lot of skills in our Mobile Device Management [MDM] tool and Microsoft's products (including their admin centers).