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Cybersecurity Internship
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Reflection Paper 4

Throughout my cybersecurity internship, one of the most significant responsibilities has been ensuring the smooth operation of printers across Old Dominion University. While printers may not be the most glamorous aspect of network services, they are absolutely essential to the daily functioning of the campus. As part of the Network Services Group, the team and I have learned to be proficient in all aspects of printer management, from installation and repair to supply management and troubleshooting.

The sheer number of printers spread across the university means there's rarely a dull moment. One of the most common issues we encounter is paper jams. Although it may seem like a simple problem, jams can interrupt the workflow of entire departments and lead to frustration among students and most importantly faculty/staff. Being able to respond quickly, diagnose the issue, and get the printers back up and running is essential in maintaining the efficiency of campus operations.

In addition to paper jams, another frequent challenge we face is calls about printers "not working." These calls can range from more complex technical issues to situations where the solution is as simple as restarting the printer. Many of the printers we manage are processing thousands of print jobs each day, so it's not uncommon for them to get bogged down. A simple restart often resolves the problem, but it's our job to handle these situations calmly and professionally, ensuring minimal downtime for campus users.

One of the key takeaways from this aspect of my internship has been the importance of attention to detail and quick problem-solving. When a printer is down, the ripple effect can impact students, faculty, and staff, which is why it's crucial to act swiftly. This experience has taught me that even in the most seemingly routine tasks, efficiency and customer service are paramount.

Overall, this focus on printers has given me practical skills in troubleshooting, technical repair, and customer interaction, all of which are invaluable in the cybersecurity field. While printers might not seem to directly connect to cybersecurity, ensuring that these devices run securely and efficiently is an important part of maintaining the overall health of the university's network.