

Journal Entry #4

After completing 200 hours here at Atlantic Bay Mortgage Group, I have fully integrated into the Customer Support team where I assist internal employees on any IT issues they may be having when completing loans. Inside the IT CS team, we use Microsoft's CRM software called Dynamics to collect, track, and resolve tickets relating to IT. These tickets can range from simple hardware issues to actual software on the client's system. Through a VNC service called BeyondTrust, our IT team can remotely connect to any machine inside our domain. This allows us to remote-in to our clients, troubleshoot problems, and finish our tickets.

I think the most eye-opening experience that I haven't realized is how important emails, printers, and faxes are in the mortgage industry. I found these areas to be the most troubling for me to troubleshoot, as I haven't had much intricate experience with these services. This may be due to my age or lack of corporate experience, but a lot of these tickets deal with printers. Let me tell you. Printers are IT's worst enemy. With many of these printers being "Cloud Printers" (printers at branch locations) printer tickets can be very difficult to troubleshoot. I don't have physical access to them, they can't use the BeyondTrust platform, and the range of issues can easily be because the printer doesn't have enough paper. In addition, most of our printers are proprietary. Meaning if a printer needs to be fixed, IT CS must contact the manufacturer to schedule a service date for it to be fixed.

Due to the vast array of tickets that come in, it's been difficult for me to remember what I should do in each situation. Inside our department, we have notes for us to reference while we troubleshoot and have helped me in many situations. While I work with IT CS for the next couple of weeks, I am sure I will be more familiarized with troubleshooting and completing more tickets. It's also important to note that after IT CS, I will be transitioning into the Networking/Application Platform team for the remainder of my internship, away from actual customers and printers.