

I am getting close to the end of my internship as I only have a few more days left of the job until I reach my 300 hours. The last few days I have been in I have been working a lot with the in-house technician. He takes care of everything we drop off if the PC or laptop must be replaced or restored. Cam and I went through hundreds of computers diagnosing them and seeing the problem. After going through lots of these laptops and PCs it's pretty clear how much people don't know about simple IT troubleshooting problems. The majority of the laptops were just simple software updates that needed to be done or a simple OS reset or BIOS update. It was sort of busy work but I didn't mind as it is necessary for being an IT company with hundreds of clients. After going through all of the pieces of technology we then went through our recyclables and had to destroy even more hard drives as you cannot throw those out without being destroyed because then the information is still recoverable. We then had minor issues with one of the companies we work with their internet went completely out and it was sort of a panic button that went off in the office for the first time. Most of the time at IT companies it is kind of just monitoring and doing small repairs and fixes here and there. As I couldn't help too much as I am just the unpaid intern I got to watch over one of the tech wizards that work at the company and I can say there is a lot more to learn in the IT field then I thought so myself. I do wish some of the classes at ODU could have more hands-on experience as it is completely different from just reading off a textbook or PowerPoint.