

TJ Oliver

Reflection Paper 2

03/05/2026

ODU Spring 2026

Stafford County Fire and Rescue

Professor Teresa Duvall / TA Joshua Russel

Internship Reflection Paper

Second 50 Hours

Moving further into my career and being able to see it from the eyes of an internship has enlightened just how far and how quickly one can progress from having experience in the real world. While school has brought me much knowledge, this opportunity has afforded me the confidence to act on what I have learned.

As a Support Technician, I am the first point of contact for many of the employees and volunteers in my department. While many attempts have been made before I started to make the process more efficient, there are still issues with the current “helpdesk” process. Currently, work tickets or problems come in multiple ways. Some use ticketing software, some send emails, and some just walk into the office. This system has been difficult to track for various reasons. Some issues get forgotten without a valid way to track them. Others have no way of being tracked for company metrics. So, as a solution to this problem, I have been tasked with transitioning the IT helpdesk services of our department to a new software.

This software is used for a lot of different features in the Fire and Rescue department. For the IT services, we can accumulate asset tracking, helpdesk ticketing, and inventory into a single

location. This software also will allow us to easily pull reports on the amount of work done and costs. It has been tasked to me to begin filling out this application and creating the new processes for our IT team.

We have many assets in the Fire and Rescue department. Laptops, desktops, iPads, cellphones, and radios are just some of the types of devices we have spread across a county wide department. These are further divided into 17 different locations and over 100 different vehicles. As part of filling out the software, I have begun gathering information on the known assets in the field. I take pertinent information on the device such as the name, serial number, cost, and other information and input into the software. In this process I have made many important distinctions on what justifies something as an asset or a part. I have also worked within my department to come to agreements on what information we need and how we intend to use the software.

In addition to adding our assets, I have developed the initial ticketing system for our department through the software. This software allows us to curate forms people can use to submit tickets. We can create specific dropdowns, create text fields for people to fill out, or even allow them to input asset tags to direct us to a specific item they are having an issue with. To begin the transition to this software for helpdesk tickets, I have created generic forms relying heavily on the user to fill out text fields relating to their problem.

This initial set of forms comes with some caveats. The freedom to type in exactly what the problem is can be highly beneficial as it is nearly impossible to curate a form for every possible situation. Conversely, some people may submit vague descriptions of issues requiring more investigation on my part. As such, not only is the system being put in place, but plans are also being made for continued improvements as the system shows its issues.

Additionally, to aid in the management of some of our assets I have also introduced a Mobile Device Manager in our department. It was something early on I needed to reduce the amount of work and travel involved in having so many items across the county. In the first phase, I started with the iPads as these are used in first response and used by most people in the department. I researched how to make the iPads most secure, how to track them, and how to manage a missing or stolen device as well and discovered how to put the iPads in “Supervised mode”. In this mode, I have more detailed and granular control of the iPads regardless of user, settings, or location.

To put the device in supervised mode, I use a Mac mini and Apple Configurator and follow the prompts for prepping the device. In the MDM software I can then enroll the device and place it into groups I have curated for different purposes. I have configured many different groups, and each specializes in its purpose. Devices used for response may have maps or other apps to help drivers while those used for patient care have no need for those applications. Some iPads need to be standardized in layout and others can be set up by the user. As such it is my responsibility to coordinate with department leaders, field personnel, and other applicable users to ensure the devices improve workflow instead of becoming an additional issue.

These two projects have been my major goals in the last month or two. In addition to these I have daily tasks of ensuring our personnel have their IT issues addressed. On a weekly basis I reset passwords through Active Directory, help users with general computer issues, and aid our users in our multifactor authentication changes for our email. This has been one of the greatest learning experiences I have ever embarked on. I hope to finish the move to our new ticketing and asset management software by the end of the month and move on to learning more about programming our two-way communication radios.