

Reflection 1

At first during my IT Help Desk internship, I considered password resets simple and often repeated. Such standard requests became important interactions. This taught me useful things about technology, communication along with people within the school.

The middle of the semester was a test. The number of password reset requests became much larger. Students called worried that they could not turn assignments in before the time was up. Professors wanted to get into gradebooks quickly to show midterm grades. Researchers could not reach important data. Each phone call was about someone's school or work problem as well as I helped them first.

I think about a hard night shift during the middle of the semester. A student called nearly crying. She had lost access to her paper after doing work on it all night. I helped her with the reset steps. I realized the work was more than technical solutions. It involved staying calm when someone was having trouble. She got access and said "thank you" with relief. I knew this service had a large effect.

The technical parts became easy. I understood our system for managing who people are. I learned to fix different errors with authentication. I also made quick ways to do tasks. But the people part needed learning and change all the time.