

Reflection Paper 3:

IT Help Desk Internship

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I interviewed my supervisor Steafan Hancock at the ODU IT Help Desk. He holds the Team Lead position at the help desk. I interviewed him because he always seems to know the answer to questions when someone asks. A very knowledgeable resource, that I wanted to learn more about because they do not talk about themselves often. Below I will post the questions and his exact quotes from the interview questions.

How did this person get into the cyber/IT field and into the position they now hold?

They got into IT because they have been building computers since they were 8 years old. They started working as a student technician at odu then started to move up the ranks.

What would be the most important knowledge, skills, and abilities needed by someone in this field?

Troubleshooting abilities, becoming familiar with all the aspects of using a computer, for abilities it would be able to extrapolate solutions to different problems and situations.

What are some of the 'soft' skills they have found to be most important in this job/position?

Customer service, and active listening are the most important.

What technical skills have they found are the most important in this job/position?

Troubled familiarity with systems and operating systems. Taking the next Step to look up solutions to problems.

What would be good entry-level jobs for gaining experience to become Team Lead?

Help desk technician jobs and any customer help desk jobs. Would do fine with any technician help desk job.