

Reflection Paper 2:

IT Help Desk Internship

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The internship I have been participating in is The Old Dominion Student Help Desk Technician. There are many opportunities to gain hands-on experience in technical support, customer service and problem-solving. Through the time of my internship, I have encountered numerous challenges, and developed skills that align with forwarding my career. This paper reflects on some of the time in my internship experience. Highlighting the knowledge I've received from my supervisors from the internship.

There are many different incidents that we handle at the Help Desk. Most incidents are done through ticket, that is communicated through emails and sometimes over the phone. Recently, I've encountered a call where I had to use Zoom to gain remote access into a user's computer. I was working remotely, when the call occurred. I tried troubleshooting with the user over the phone, but it just didn't work because I was struggling to understand the problem without putting my eyes on it. Luckily, when we were able to communicate through the Zoom call, and understand the problem. With this incident, I was able to gain more experience working through Zoom and having to work using remote access control.

The photo I included in this of the help desk itself. The desk all the way on the right side belongs to my supervisor, Stefan. I wanted to show how easy it is to communicate with my supervisor when we have issues in office. Even when working remotely, he answers messages on Teams. Overall, the help desk has helped me explore different options for helping users with different needs. I still face challenges, but I am overcoming them with time. With the help and support of my supervisor and co-workers, my time at the desk has been a great learning experience.

