

Reflection Paper 1:

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 first 50 hours of my internship, I have encountered multiple challenges, and developed skills that align with forwarding my career. This paper reflects on my first 50 hours of my internship experience. Highlighting the support I've received from my supervisors from the internship.

At the Help Desk we experience multiple different situations every day from password reset, wireless network problems, to updating hardware and software. We encounter big situations which we call "Major Incidents". These incidents are considered "Major" because they affect numerous users in a short moment of time. One example of a "Major Incident" is when accounts are compromised. We've had an account become compromised by a user falling for a phishing email or smishing message. When these accounts are compromised, they send out multiple emails to other users with links or forms to fill out so they can gather information on those accounts. When this happens, we get a surge of calls, emails and walk-ins, questioning the messages. This is when customer service skills come into play, because we have to repeat the same conversations to different people. We have to inform people that clicked on the compromised file or attachment that they must reset their passwords. This is just one of the incidents we have to handle while working at the Help Desk.

One of the learning skills I've made progress on is my customer service and communication skills. Working at the Help Desk, we encounter many different types of users, with different

ages, gender, or nationality. I've had struggles when it comes to speaking with users that have other first languages than English. When working with these users, my strategy is staying calm and asking for grace when making mistakes. When asking for grace from the user, it lets them know you are trying to understand to the best of your ability, but it may take them repeating themselves. Another group of user I've had challenges with are older user born around 1950s. Most users, I enact with are understanding, somewhat patience but with older user it's been the opposite. I've had to improve my skills of conflict resolution because I've had a user yell at me 20 minutes straight sometimes. In this situation, I stayed calm and repeated my actions, so the user can understand, but sometimes that does not work out. When that happens and a user hangs up with a resolution acquiring. I usually take a step back to make sure I am able to give other users appropriate help. These skills have make significant progress, learning how to help other better and how to understand my emotions when helping challenging users.

My direct supervisor is a reliable person, he has been very reasonable and understanding. With this internship, I have another job that requires me to be on call for long periods of time. When informing my supervisor Steafan of this, he was complete understood, even letting me bring the work phone from my second job to the desk. Whenever I've had issues at the Desk, he has been more than happy to explain a situation or incident if I was confused. On a normal work day, Stefan is usually doing a dozen other tasks, so you're expected to know how to perform the normal task in the tickets or calls the Help Desk receives.

Overall, the first 50 hours allowed me to develop on my technical skills and customer service skills, encounter varieties of different users and situations. I faced challenges, including language barriers and frustrated users, but these experiences helped me improve my conflict resolution and communication skills. The support from my supervisor played a key role in my growth, providing guidance and flexibility when needed.