

Stephen Price

Reflection Paper 1

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ODU IT Help Desk

ODU Fall 2025

Professor Teresa Duvall

Internship Reflection Paper 1

100 Hours

Working as a Help Desk Student Technician for 50 hours has given me the experience to improve my technical skills and customer service skills. Throughout my 50 hours of work, I had to help students, faculty, and staff from ODU and EVMS through phone calls, emails, and walk-ins.

The first 2 weeks of the fall semester were hectic with users from both ODU and EVMS campuses. The main issues that students were having at the start of the semester were logging in to ODU software, issues with their class like joining zoom and access materials for the course. The main issues faculty and staff members were having were email expiring, password resets, and computer issues. I also had to take hotline calls where faculty members who are currently or about to teach a class are having issues with the equipment in the classroom like the projector, access room, monitor, computer, Wi-Fi, hardware, and software. I helped these users by getting their building and room number they were in and

radioing a technician on campus that comes out to the classroom to assist with technical issues. The most common issues that users were having were connecting to Wi-Fi, joining zoom, printer issues, and password resets.

The value of communication and patience are the most important things I have learned. Further, I had to realize that these skills are going to be helpful for me when I obtain employment in cybersecurity when I graduate. Daily I deal with users who are frustrated, impatient, and confused by technical issues. I learned to approach these situations staying cool, calm, and composed by listening carefully to their issue. I assist these users by informing them how the issue can get resolved.

I had to learn to communicate with not only the users but my co-workers and my supervisor on issues that I am unsure about so that I make sure that the user can get the technical support they need. Certain issues my supervisor or someone that's in a higher position than me have to do some troubleshooting for the user issue on their end that I don't have permission to do like looking them up in active directory, seeing their information to see what's the cause of them not being able to create an ODU or EVMS account.

In addition to work my technical skills are constantly improving. Which is also enhancing my problem-solving skills. I help troubleshoot user's issues by looking at our knowledge base of information that we use to help users and use previous tickets or emails that have been done in the past. I also watch my supervisor help certain users I am not able to assist

so I can learn on what to do for the next time I deal with a user that is experiencing the same issue.

Overall, the first 50 hours of working at the ODU IT Help Desk has been a blessing. I want to keep on learning and get better as a Help Desk Student Technician. I will continue to gain knowledge in IT and cybersecurity so that I will be an asset to the job that I work for in my future career. I am beyond grateful to be presented with this opportunity to develop valuable skills like communication skills, technical skills, critical thinking skills, and being able to work in a fast-paced environment that will help me get a cybersecurity position when I graduate.