DUSTIN COX

IT SERVICES INTERNSHIP

- e-Trepid is an IT Services company that offers proactive maintenance, comprehensive virus and malware protection, and responsive technical support.

- This company is based in Southern Maryland and employs approximately ten employees

AutoTask

- Database system used to store and manage client specific information.

    - Examples of data contained in this complex system include client names, locations, phone numbers.

- Ticket system used to track issues

Continuum

- Received certification as Continuum Certified IT Expert

- This is a software and portal that provides all end user system information.

- Enables monitoring everything from antivirus protection, to patching, to availability reports for all systems that we provide services for.

- Engagement with the Network Operations Center (NOC) to resolve problems and issues.

Daily Tasks:

Printer Servicing

- Installed printers, resolved printer issues

Office 365:

- Adjusted spam filter settings.

Active Directory:

- Established account permissions, unlocked user accounts, and created user accounts became routine

Mini Projects:

Anti-virus Solution Deployment:

- Led team of interns on anti-virus migration.

eFax Setup:

- Implement eFax capability for a new client.

Hardware Management:

- Travelled to largest client site and performed a multitude of desktop services support

Tasks I found interesting:

- Executing scripts to increase productivity and workflow

- Running Hiren's boot disc to unlock new clients laptop

- Planning and employing strategies to assign IP addresses for client networks (keeping the same general convention for IP addresses at multiple client locations)
  - e.g. - 172.168.10.110 and 172.168.12.110 for a different location

Challenges:

- Understanding what exactly the problem was before accessing the machine to resolve it.
  - e.g. Receiving ticket saying "My computer doesn't work"

- Employing time management.

How my classroom experience helped me:

- Determination is a key factor to being successful.

- Strategizing and planning, before executing, are extremely important processes.

A Learning Experience

- This particular internship offered me an introduction to various avenues in the field.

- I expanded my knowledge base, matured my abilities to work independently and on a team, and developed leadership skills.