

Abstract

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This Summer, I have worked closely with a small local corporation called Sprague Pest Solutions. This tech-forward thinking company hired me to be their helpdesk intern. The workload for Sprague's IT team has increased tremendously, so to give back to the community and help their 300+ employees; they began using a Seed Internships program. My work was closely related to systems administration. I learned how to use platforms like Active Directory, asset manager (SnipeIT), firewall interfaces, network interfaces, cross-platform device controls (SOTI), and more to accomplish our goals. My internship's duties began with answering the phone and troubleshooting device problems. Our company was switching from a Class C network to a Class B network, and I had to chase down what devices were not on the network and configure them to work with our DNS and reserve a place in DHCP. After this task, I made rules for new firewalls and upgraded the existing ones. I leveraged my knowledge of necessary ports and best security practices. After this quick project, I worked on device management, where I updated the firmware of all devices, ensured their connections to the Sprague network, and ensured that workers could push commands and new applications. The concept behind this internship was to get a rich amount of environmental knowledge of systems used in the business world to be leveraged by IT.