

Reflective Journal 3

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So, the last couple weeks leading up to the end of my internship has seen my day-to-day duties change a bit. With the helpdesk flush with student employees, the helpdesk is collaborating with other departments to “share the wealth as it were”. I’ve been working with another student at Desktop support to inventory assets and update software across the Norfolk Campus. So, I get to see how ITS manages inventory as well as the remote monitoring and management (Microsoft Intune) system that they use. I hadn’t necessarily used this kind of management and monitoring tool before, primarily utilizing and “managing” what you would consider a network node or communication endpoint. So, the opportunity to see it in action is a plus. Intune is a cloud-based endpoint management system (MandiOhlinger), giving them control over all their managed devices, whether mobile, desktop or virtual. I like that Intune supports Android, iOS, MacOS and Windows Operating Systems and administration is done via web browser. It also allows them to run malware scans and install .exe, .msi and .msp software packages with Microsoft Azure providing compression and encryption and it can record and administer volume, retail, OEM licenses, and licenses which are administered by third parties. Unfortunately, as is the same on every network I’ve seen, it’s not perfect. They have an Intune compatibility issue with some dell assets. Which means, we got to push software the “old fashioned way.” One asset at a time with a thumb drive! Not a difficult task, just time consuming and it gave us time to discuss some of the issues we’re going to run into when applying for a position, like how to approach salary negotiation. The other student ended up getting an offer for remote desktop support that was well under the national average. In fact, not much more than we get paid as interns. They were going to send something a little spicy in response and I just suggested that they may see other job openings at this company, so burning bridges with the recruiter isn’t their best bet. The conversation did spark a question as to what resources on

campus, mentor or instruct students on do's and don't of interviewing and good salary negotiation skills. It would perhaps be value added to any program to include a class that mentors and teaches those right and left limits.

References

MandiOhlinger. (n.d.). *What is Microsoft intune*. What is Microsoft Intune | Microsoft Learn.
<https://learn.microsoft.com/en-us/mem/intune/fundamentals/what-is-intune>