

James Csernik

-First Place Bank-

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Internship-Final Report
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Acknowledgements

I would like to extend my many thanks for everyone involved in obtaining my position as Help Desk Technician at First Place Bank. My aunt, Cindy Benko, a Youngstown State University graduate, was helpful in notifying me about the open position as well as highly recommending me for this position. I submitted a resume and shortly there after I had an interview. I would say my prior experiences with the Geek Squad at Best Buy helped to make me a good candidate for this position and this showed during the great interview I had. About a week after my interview I received a job offer over the phone which I happily accepted.

I would also like to thank the many people with whom I work and have helped me to learn the details of our help desk. These individuals are in no specific order, Michael Dolgae, Brian Hoopes, Tom Scott, Troy Evan, Stacey Mathews, Bob Lavorini, and Steve Basista. I work along side of these individuals on a daily basis and they are always kind enough to help out should a problem or issue arises.

Introduction

I have recently switched my major from Electrical Engineering to Information Technology. I am currently in junior status and have approximately two more years to finish my Bachelors Degree in Information Technology. I am currently employed full time with First Place Bank. I intend to stay with the company at least through the remainder of my college years and possibly further down the road should an appropriate position open up. One day I would like to take my skills learned from this internship to

N.A.S.A. I feel that I would provide an extensive work background along with strong skills to benefit their company.

Company/Agency Description

As stated in our many press release documents, “First Place Financial Corp., a \$3.1 billion financial services holding company based in Warren, Ohio, is the largest publicly-traded thrift headquartered in Ohio. First Place Financial Corp. operates 34 retail locations, 2 business financial service centers and 15 loan production offices through the First Place Bank, and Franklin Bank divisions of First Place Bank. Additional affiliates of First Place Financial Corp. include First Place Insurance Agency, Ltd.; Coldwell Banker First Place Real Estate, Ltd.; TitleWorks Agency, LLC and APB Financial Group, Ltd., and employee benefit consulting firm and specialist in wealth management services for businesses and consumers. Information about First Place Financial Corp. may be found on the Company’s web site: www.firstplacebank.com.” Along with its daily duties as a financial intuition, First Place also participates in many community events and programs. The Relay for Life and the American Red Cross are two of the biggest events with which we are involved.

Position Description

Our intranet site lists the description of all the jobs within First Place Bank. The help desk technician’s job description according to the intranet is as follows:

General Responsibilities: The IT Support Technician will provide the day to day support for the bank’s staff regarding the IT infrastructure. This will be

accomplished by performing the following functions in a responsible and timely manner: Ensure that the Help Desk phones are staffed during scheduled hours, Maintain Maintenance Help Desk, Adhere to the Service Standards of the Technical Support Staff, Follow the documented policies and procedures, User Support, Coordinate Help Desk requests, Documentation and Reporting, Other Duties as Assigned.

Required Job Functions: 1. Ensure that the Help Desk phones are staffed during scheduled hours. The primary responsibility of the IT Support Technician is to answer the Help Desk phone lines, ext 9999. A call to this line during the established hours must be answered within three rings, if possible. The Technician will help the user with basic tools to correct their event or enter a Help Desk Ticket and instruct the users on what steps will be taken to handle their event. The Technician will then escalate the problem through existing processes.

2. Adhere to the Service Standards of the Technical Support Staff. The Technical Support Departments Service Standards must be followed at all times. Every attempt must be made to ensure that the Department always exceeds our customer's expectations. Their supervisor must be notified immediately if there is any problem that would jeopardize the meeting of a Service Standard.

3. Maintain Maintenance Help Desk IT Support Technician will help coordinate the maintenance Help Desk. They will contact the Maintenance staff when new calls come in and log status and completion of requests into the system.

4. Follow the documented policies and procedures Clear, concise and accurate policies and

procedures will be provided for daily duties. No deviation from the procedures will be tolerated without their supervisor's approval. These policies and procedures will be modified as needed. 5. User Support Provides hardware and software support including the resetting of user passwords to network users by responding to requests to the Help Desk tracking system on the First Place intranet site. All requests will be responded to in a timely, professional and courteous manner. In the event the timeline can not be met they will notify appropriate personnel of the situation. 6. Coordinate Help Desk requests The IT Support Technicians will be the "First Contact" for every Help Desk Ticket. The "First Contact" person will be responsible for ensuring that each ticket is resolved in accordance with the Service Standards of the department. The "First Contact" person will also be responsible for documenting the progress of each ticket and communicating updates to the personnel affected by each ticket. 7.

Documentation and Reporting the IT Support Technician will be responsible for documenting the resolution of each Help Desk Ticket. Other documentation activities may include: updating the Intranet phone list, Telephone Reports, updating the Microsoft Exchange database, maintaining the Vendor Contact List and any other documentation as assigned. Various reporting task may also be assigned, such as: Help Desk reports, log reports, system access reports, etc. 8. Other Duties as Assigned From time to time the IT Support Technician will be asked to help with various projects. These projects may range for from cleaning and organizing an area to preparing new equipment for deployment or traveling

with other members of the IT staff to prepare a new facility. These tasks will be spread amongst the IT Support Staff at the discretion of their supervisor.

As well as the information provided above, I feel it necessary to describe the position as Help Desk Technician in my own words. On a daily basis I am here to assist my fellow co-workers by resetting passwords, installing or updating programs, map network drives and printers, replace hardware at our many branches, investigate new issues with our core system's software, and provide any additional assistance when necessary.

Work Experiences

In addition to working at First Place Bank, I have worked a few other places that have helped my success here at First Place Bank and will continue to further my success in the Information Technology field. During my junior and senior years of high school I attended the Mahoning County Career and Technical Center (MCCTC). During those two years I worked after school and during the summer months for the I.T team at the school. My primary roles there were: setting up new computer labs, running cable and configuring routing and switching equipment, troubleshooting problems with both hardware and software, and also training users. After I graduated I was unable to participate in this program, before I left the MCCTC I had already secured a position with Best Buy. I began selling cell phones and digital music players and not long after at Best Buy I was transferred over to the Geek Squad. I gained much experience with customer interaction and service with Best Buy. I did not necessarily gain much technical

experience. However, I did master the skill of how to talk and explain computer language to an average person. I also learned how to overcome difficult situations with people and their lack of knowledge of computer equipment. On a daily basis I fixed and upgraded old computers as well as sold new computers. I determined what was wrong and how to fix it and then I would relay this information to the customer so that they would understand what the problem was and how it was caused. This daily interaction with customers will help me with communicating with my coworkers and supervisors.

At the bank however, I have learned quite a bit so far. Before coming to First Place Bank, I hardly ever worked on server machines along with their operating systems. I now have experience on Windows Server 2000 and Windows Server 2003 R1 and R2. In the past I have configured raid arrays on home based computers but here almost all of our servers are configured for data redundancy (Raid 1). Also by working here I have gained some knowledge on some new programs. One program in particular that I recently started using here at the bank is Acronis True Image. I have used drive coping/mirroring software in the past like Norton Ghost, but Acronis takes this concept the Norton has made famous and expands it ten fold. It is a very useful software that can be setup to make universal images used on machines of different hardware whereas Norton would require you to have the same hardware. Acronis True Image can image drive to drive or across the network to multiple workstations like Norton Ghost.

Besides learning more about technology, I have also learned to work in a more professional manor. We are required to wear clothing that follows certain guidelines. A few examples of these guidelines are that men should wear white shirts underneath a collared shirt and they should also wear docker style pants that our pressed. Women on

the other hand must not wear skirts shorter than 3 inches above the knee and must wear hosiery with all skirts along with shirts with sleeves. Although you could push these guidelines to the limit, you must on your learn on your own to dress appropriately to work. You must remember that although you may not be wearing the bank's logo, you are still among other people who do and present yourself as professionally as they do.

Also, by working here at First Place Bank I have noticed a big change not working with a bunch of young adults as I did at Best Buy. Most everything we do is in a professional manner and we tend to not "goof" off as we would at Best Buy. Also at Best Buy it more about having fun at work rather than getting your job done. While at First Place Bank we have fun while getting our job done at the same time. Currently, any person 18 and older may work at our bank. With that said employees must adhere to proper etiquette with each other as well as with customers.

School Experiences

Along with my work experiences, school has also played a key role in my success in the Information Technology field. While I was attending the Mahoning County Career and Technical Center I participated in the Information Technology: Networking; Tech Prep Program. Fortunately, this program helped me earn college credits while attending high school. I learned C++ and Cisco along with Microsoft Office to name a few, during the length of the program. When I decided to attend Youngstown State University I had already earned about a semester's worth of credit. Originally, I was in the Electrical Engineering field in the Computer\Digital option but recently switched over to the Information Technology major. I chose to do so because of the heavy math load in

engineering. I figured if I don't enjoy doing the math for my classes chances are that I won't enjoy it later down the road in the field. Some of the classes I have taken in the engineering field will also count towards my IT degree.

Summary

Overall, my internship at this point seems to be a great success. I continue to learn new programs and procedures designed for the financial business. I know that with each job I enter, I will be learning new procedures and programs. It is good to be in a position where new software is implemented quite often and being on the help desk, you have to be the first to really know how to use it. Dealing with people is also not as bad as one may expect. At the bank I am not necessarily dealing with outside customers with whom I have to sell something to, like I did at Best Buy. None the less I am more focused on dealing with the issue at hand rather than trying to make a profit. This should be the same throughout all businesses even in retail. If you focus more on the issue at hand than you do about making a few bucks you will be more respected in the business world and profit will eventually come with that. If I do end up eventually leaving First Place Bank I will be able to take my skills I have learned here and utilize them. I also acknowledge the need to continually learn new technologies that will follow me wherever I choose to take my career.

Conclusion

Although, I have mentioned other work experiences I feel that First Place Bank will be contributing the most experience. During my first few weeks on the Help Desk I was a bit sketchy about phone support. I was unsure how I would like it since we were

constantly on the phone at Best Buy, but compared to that anything is better. People that have an issue here at the bank are very easy to talk to. The help desk deals with a lot of people and I have yet to have any complaints about anyone I have spoken with. Also, we have a great staff here at the help desk which is a great benefit should you get stuck on something which proves that team work is essential in any given situation. Should anyone else be deciding on a number of different internships positions I would suggest a bank since everything is constantly changing and there is always something to learn.