

**Internship Report**

**Fall 2007**

**Student Software Specialist**

**Ben King**

In the three years I have worked for Media & Academic Computing, I have had the honor of working with many fine people. I would like to thank my supervisors, Dennis Gajdos and Randy Ziobert, and my co-workers, David Kitt and Andrew Popovich, for their superb partnership and excellent teamwork. I would also like to thank my brother-in-law, Jon Kelm, for making my employment possible.

Throughout my employment, I have been attending class at Youngstown State University in pursuit of a major in Computer Science. My coursework experience has coincided very little with my work experience, but despite this, my performance has not been affected. Not only have I learned much from my classes, but my experience in working at YSU has left me with abundant knowledge that is both essential and practical to the modern world of computation.

My job at Youngstown State University is of high responsibility for a student employee. I am a Student Software Specialist for Media & Academic Computing, and I work under the supervision of Dennis Gajdos, who is a Systems Administrator. I work strictly within Moser Hall, and my responsibilities include preparing and maintaining all of the building's computer labs, troubleshooting faculty computers, resolving issues involving enterprise software, and administering local servers.

On a typical day, I myself, along with the cooperative teamwork of my supervisors and co-workers, help resolve all computer-related problems within Moser Hall as the work orders and faculty requests present themselves. On estimate, about 70% of the faculty requests we receive on a daily basis are of common nature; in other words, the presented problems occur often. The remaining 30% of the problems are less common, and require extensive research on our part. Many of the problems we encounter

we are capable of resolving, but other problems go beyond our capability, and our authority, to repair. These problems include issues with YSU Mail, Banner, registration, wireless access, and any other problem that is beyond our immediate control in Moser Hall.

Typically, the issues encountered involve software. As a servant to Moser Hall, my service is primarily directed towards the Engineering, Engineering Technology, and Geology departments. Thus, while I assist faculty members with common software like Microsoft Office, Adobe Reader, and Nero Suite, I and my co-workers are collectively responsible for the deployment, maintenance, and licensing of such Engineering and Geology Enterprise applications as AutoCAD, SolidWorks, Algor, ArcGIS, and Matlab. In addition, I also work with the Dean of STEM, and the STEM advisement faculty.

Troubleshooting is only half of what is to be done with software in Moser Hall. I am also responsible for installing software on all of the lab computers, as well as keeping up with the latest versions. Such work takes extensive time and care to complete, thus updates are typically completed between semesters. During the semester, the labs are too populous, and there is so little room for error, so it would not be wise to perform software updates at this time.

When a hardware issue is encountered, I am capable of fixing the problem as long as I have the necessary parts available, which is rare. Thus, I forward most hardware-related issues to YSU's Electronics Maintenance Service. Once the hardware is repaired and the equipment is returned, it is then my job to reinstall any lost software, and replace the equipment to its rightful place.

Finally, I share responsibility in overseeing the functionality of our local servers. Five of our servers are housed within our office in Moser Hall, and the sixth, and perhaps most important one, is housed on the fourth floor of Meshel Hall. Our collection of servers includes one Symantec Ghost server, one Software Licensing server, one Print server, all three of which run on Windows Server 2003, one DHCP server running on Fedora Core 6, one PXE server running on Novell SuSE, and one Network File System/Web server running on Solaris 10.

Overall, I have no specific responsibilities assigned exclusively to me. Everything that is accomplished is a collaborative and cooperative effort of me, my supervisor, and my two co-workers. The teamwork under which we operate is crucial to completing daily tasks, as we never have a “slow” day. We are constantly bombarded with numerous issues and requests, and it is through this teamwork that we are able to stay afloat in such a demanding environment. That is why I cannot credit just myself for our success, and I feel very fortunate to work with such a dedicated, hard-working group of people. Though I am capable of earning more outside the university, the experience and knowledge I have acquired in the last three years is priceless, and I will have it with me for the rest of my career.