

Mike Johnson

4893 Advanced Internship

Final Paper

Summer 2008

Acknowledgements

I would like to thank the following for providing me with the skills, knowledge, and self-reliance to pursue a productive and pleasant internship experience.

Professor Bodnovich at YSU, YSU Career Services, Marty Gintert at WCI Steel Inc, and last but not least, Len Antal, my mentor at WCI Steel Inc.

Introduction

I will graduate from Youngstown State University with an Associate's Degree in Information Technology hopefully this spring or summer. When I graduate, I plan on moving to Myrtle Beach, South Carolina to pursue a career. While down south, I also plan to attend Coastal Carolina University to obtain my Bachelors degree. I have a few possible positions I may undertake in the Myrtle

Beach area. One position I am very interested in was for a surfboard shop. The owner is a son-in-law of a worker I know here and needs someone to head up all of his computer related needs. This internship has definitely prepared me for real-world applications. I continued to learn new things on a daily basis and even surprised myself a few times along the way.

Company Description

WCI Steel, Inc. is the smallest integrated flat-rolled steel mill in America, producing high-quality steel supported by industry leading technical and customer service.

They are committed to producing custom products for niche markets and continuing our leadership in customer satisfaction. WCI produces an unusually broad range of steel products- more than 185 grades – available in a variety of quantities.

Position Description

My position is that of Automation Trainee for the Automation department at WCI Steel Inc. This position includes the following duties and responsibilities.

- Correctly and effectively diagnose technology problems.
- Keep the networks up to date and functioning properly.
- Deploy new PCs and PC components throughout the mill when they go defective.
- Setup and configure the IP addresses and proper software the each PC will utilize.
- Called manufacturers to setup exchanges of defective merchandise.
- Setup E-mail on the company server for new interns and others.
- Checked entire networks for updating IP addresses against MAC addresses using the PING command.
- Ghosted new hard drives with company image for installation.

This position also afforded me the opportunity to explore new high-end software and even some new hardware that I was not aware of, such as KVMs (Keyboard, Video, Mouse). They allow you to have multiple PCs running from the same monitor, keyboard, and mouse. I love those things!

Experience

I have been enrolled in the Information Technology (AS) program at YSU since 2004 and have had the opportunity to educate myself in a wide range of

technological fields. I have partaken in several multimedia classes which were very fun and educational. The software used was the professional standard and once I acquired the knowledge, I feel the possibilities are now endless. I had a course in system configuration and maintenance, which provided me with the basic knowledge about hardware configuration. This proved very useful in my internship at WCI.

While I haven't done it professionally, I have always assisted co-workers and friends with maintaining their computers. I also set up websites for them. I have also had several spreadsheet design and database courses. I have used many of these skills so far, creating spreadsheets for a maintenance record of all the PCs we have updated and changed. Overall, the classes that I have taken, and my real-world experience have definitely added to my accomplishments.

Discussion

Internship Experiences:

I have already learned quite a bit of knowledge in the Information Technology field and I believe I will learn much, much more before I leave. We have accomplished simple tasks from replacing several PC components from new flat-screen monitors to keyboards and mice. We have also took on much more

challenging projects such as inspecting all computers and devices on the entire 172 network and troubleshooting any problems we found. There were a few problems we ran into; however, Len showed me a few tricks on checking IP addresses with the PING command and double-checking those IP addresses with the devices MAC addresses using the ARP -A command.

We began setting up 24 new PCs with their individual software components for their specific areas. We had to change the name of the PC and its IP address. I connected to the computer room PC by using a NET USE command to gain access and copy the files over to the target PC. I updated the BIOS in each system so they all matched. The majority of the summer was spent on this project. Configuring the PCs and deploying them took quite a bit of time with working out all the bugs an all. Tey would seem fine, but once connected to the network, there was some difficulty.

I then took out all of the hard drives and RAM from the old PCs that were removed from service for possible future use since the machines were a tab bit old and they could use them for parts. All parts were labeled with what kind of computer they came from as well as the computer's name.

I installed a new network card in a printer/fax/copy in the superintendent's office. I then setup the IP address and default gateway so anyone could print on the network. Once back in the office, I upgraded the firmware on the printer to the current version.

I also ran some diagnostic checks on some hardware we had in the office. I checked all the layers of 9 hard drives for bad sectors, and a few monitors. I corrected some errors on a few of the hard drives. I also added a power supply to an old PC to make it functional and placed it back into service.

HW, SW, Interpersonal

I was definitely in a pristine position. I am normally an hourly worker in the bearing shop. Once I was offered this intern position, I felt I was working on the inside and could see a bit more where some of the salary workers were coming from. I could also offer some advice on how to make things run a bit smoother on the floor instead of working in front of the monitor. On the flip side of that coin, there were also some things you can do remotely without having to be physically at the desired location. All in all, everyone has to work as a team to make everything click together seamlessly.

YSU/IT Background

I have focused my YSU education on multimedia and Web-related classes in order to learn how to use applications such as Adobe Photoshop, Macromedia Flash MX, and Macromedia Dreamweaver MX. Once I graduate, I plan on becoming a Web Designer or digital photographer.

Overview

On my first day I was extremely nervous. This was going to be my first real-world experience. After just replacing one keyboard, (simple enough), I was ready for a career. My co-workers were exceptionally nice and very helpful; this really helped in my conversion from a new automation employee to a member of the group.

Network knowledge was a key component of the job. I had to learn the basics of our company server and e-mail clients. Luckily Microsoft Outlook was the e-mail client, for which I knew quite well already.

Conclusions

This internship experience has been extremely productive. I am enormously pleased with every aspect of the position. I have learned a lot about

my abilities and skills that I wanted to put to the test. I have been given the opportunity to prove what I can do in a real office environment and I think I have succeeded. I have been able to use the expertise I have acquired from my previous classes at YSU, and have also acquired a multitude of new skills to improve effectiveness. Len Antal was a great mentor and friend throughout my whole development into IT management. I have learned a great deal of new procedures to make use of.

I am very happy with how this experience has turned out for me. My only negative about this experience for me would be the fact of having to work my regular 8 hour job and then do my internship on top of that. I wish I could have focused 100% on my internship and take advantage of this opportunity in full. Other than that, everything was perfect.

I am glad that YSU makes their students enroll in an internship prior to graduating. I feel that the knowledge gained from a real-world setting is invaluable. I feel I've only reached the tip of the iceberg of what I can learn and achieve and I'm looking forward to enduring my education in the future.

Appendices

-Work Schedule

Day	Date	Start Time	End Time	Total Hours
Tuesday	5.20.2008	7:30 am	11:00 am	3.5
Wednesday	5.21.2008	7:00 am	11:30 am	4.5
Thursday	5.22.2008	7:00 am	12:00 pm	5.0
Tuesday	5.27.2008	10:30 am	2:30 pm	4.0
Wednesday	5.28.2008	10:00 am	2:30 pm	4.5
Thursday	5.29.2008	10:00 am	2:30 pm	4.5
Monday	6.2.2008	10:00 am	2:30 pm	4.5
Tuesday	6.3.2008	10:30 am	2:30 pm	4.0
Wednesday	6.4.2008	10:00 am	2:30 pm	4.5
Thursday	6.5.2008	10:00 am	2:30 pm	4.5
Friday	6.6.2008	10:00 am	2:30 pm	4.5
Monday	6.9.2008	2:30 pm	5:00 pm	2.5
Tuesday	6.10.2008	2:30 pm	5:00 pm	2.5
Thursday	6.12.2008	2:30 pm	5:00 pm	2.5
Friday	6.13.2008	2:30 pm	5:00 pm	2.5
Monday	6.16.2008	2:30 pm	5:00 pm	2.5
Tuesday	6.17.2008	2:30 pm	5:00 pm	2.5
Wednesday	6.18.2008	2:30 pm	5:00 pm	2.5
Thursday	6.19.2008	2:30 pm	5:00 pm	2.5
Monday	6.23.2008	6:30 am	11:00 am	4.5
Tuesday	6.24.2008	6:30 am	11:00 am	4.5
Wednesday	6.25.2008	6:30 am	11:00 am	4.5
Thursday	6.26.2008	6:30 am	12:00 pm	5.5
Friday	6.27.2008	6:30 am	10:30 am	4.0
Monday	6.30.2008	6:30 am	11:30 am	5.0
Tuesday	7.1.2008	6:30 am	11:30 am	5.0
Wednesday	7.2.2008	6:30 am	11:30 am	5.0
Thursday	7.3.2008	6:30 am	11:30 am	5.0
Monday	7.8.2008	8:30 am	4:30 pm	8.0
Tuesday	7.9.2008	10:30 am	2:30 pm	4.0
Wednesday	7.10.2008	10:30 am	2:30 pm	4.0
Thursday	7.11.2008	10:00 am	2:30 pm	4.5
Monday	7.21.2008	2:30 pm	5:00 pm	2.5

Youngstown Metro Campus, Youngstown, OH

- Working knowledge with Adobe Dreamweaver and Microsoft FrontPage
- Certification as an Internet Webmaster
- Designed mock websites for businesses

Work Experience:

Service Technician, *WCI Steel Inc*, Warren, OH

(10/02-present)

- ❖ Promoted to job from laborer
- ❖ Coordinate and perform the removing and installation of bearings onto rolls which then flatten steel
- ❖ Aid in the overall organization of rolls in the shop
- ❖ Assist on removing and inserting rolls into the finishing and 4-hi mills

2nd year Apprentice, *Aerotech Mechanical Contractors*, Boardman, OH

(8/00-7/02)

- ❖ Implemented the overall installation of ductwork.
- ❖ Accountable for overall shop operations and appearance.
- ❖ Assisted in installing furnaces and air conditioning units, also wired thermostats for operation.

Driver-Warehouse, *Sharon News Agency*, Sharon, PA

(2/98-6/99)

- ❖ Handled many warehouse operations including store maintenance of magazines and books.
- ❖ Delivered magazines and setup in over 30 stores.
- ❖ Handled all ingoing and outgoing transactions.

Computer Skills:

Proficient in:

- Microsoft Office 2007 and earlier products
 - *Database:* MS Access and MySQL
- Adobe CS3 Design Premium software (Photoshop, Illustrator, Dreamweaver, etc.)
- Various other Multimedia software
- Platforms: *MS Windows 95* through *MS Vista*
- Languages (HTML, Microsoft Visual Basic, QBASIC)

Working knowledge of:

- Adobe Flash
- Networking hardware and software
- Languages
 - Java
 - JavaScript

