

## Final Reflection Report: Multi-Role Experience in IT Helpdesk stimulation

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**Role:** Helpdesk Technician | The A-Team Service Desk

**Duration:** Service Desk Practical Experience

**Focus:** Observation, User Experience, and Technical Support Roles

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### Introduction

My experience working with The A-Team Service Desk provided a unique opportunity to engage in three different capacities as an **observer**, a **user**, and a **helpdesk technician**. Each role offered a distinct perspective on how technical issues are reported, handled, and resolved within an IT service environment. Observing other analysts helped me understand professional conduct and structured troubleshooting; acting as a user allowed me to experience the process from a customer's viewpoint; and performing as a helpdesk technician developed my technical, communication, and analytical abilities. This report reflects on the key lessons learned and professional growth achieved through each stage.

### 1. Observation Role

#### Tickets Observed:

- Microsoft 365 Excel License Activation Issue
- Teams Login Issue
- Outlook Performance Issue
- Printer Connected but Not Printing
- VPN Connected but Cannot Access

Observing skilled analysts resolve these issues offered deep insight into how technical support combines both problem-solving and customer service. I learned the importance of structured troubleshooting, beginning with verifying user information, clarifying the issue, and systematically isolating possible causes.

From the Excel license and Teams login issues, I gained an appreciation for Microsoft 365 account synchronization and authentication flows, including how license tokens and cached credentials affect sign-ins. Watching analysts handle the printer and VPN issues helped me understand network dependencies on how DNS, drivers, and connection pathways influence system performance.

The observation role also highlighted the value of soft skills. Analysts who maintained calm and empathy throughout the session were able to reassure users and maintain trust, even before resolving the issue. I learned that technical expertise alone is not enough; tone, pacing, and user engagement are equally vital in IT support.

This phase enhanced my understanding of service standards, professional communication, and ticket documentation — all of which form the foundation of a strong IT service culture.

## **2. User Role**

### **Tickets Experienced as a User:**

- Outlook Crashes
- MFA Prompt Not Completing
- Email Configuration Issue
- DNS Server Not Responding

Acting as a user gave me a valuable firsthand view of how it feels to be on the receiving end of IT support. I experienced moments of frustration when productivity was disrupted, but also relief when the analyst communicated clearly and resolved the issue efficiently. This deepened my empathy toward end-users and taught me how much reassurance and transparency mean during downtime.

Through the Outlook crash and email configuration cases, I learned the importance of clear explanations users may not understand technical terminology, so simplifying information is essential. During the MFA prompt and DNS server issues, I observed that users appreciate being involved in the troubleshooting process rather than being passive participants.

This experience taught me that communication must always be user-centered using simple language, giving updates frequently, and confirming understanding before applying solutions. I also realized that users value follow-up advice that helps prevent future incidents. These insights have directly shaped how I now interact with clients as a technician.

## **3. Helpdesk Technician Role**

### **Tickets Resolved as a Technician:**

- Microsoft 365 Excel License Activation Issue
- Microsoft Teams Login Failure

- Microsoft Teams Sync Issues
- Outlook Slowness
- Slow Computer Startup

Serving as a technician allowed me to put theory into practice and demonstrate professional competence in a live IT environment. Handling diverse tickets enhanced my proficiency in Microsoft 365 troubleshooting, performance diagnostics, and endpoint optimization.

The Excel activation and Teams login issues refined my ability to manage authentication and licensing problems, including verifying credentials, refreshing tokens, and testing connectivity. The Teams sync and Outlook slowness cases required cache management and performance tuning, teaching me to apply both command-line tools and built-in repair utilities. Addressing a slow computer startup reinforced my understanding of system optimization, startup management, and preventive maintenance.

More importantly, I developed strong communication and workflow management skills. I learned to maintain professionalism under pressure, log all actions accurately, and follow ITIL-aligned service desk practices from incident recording to ticket closure. Remote sessions strengthened my confidence in guiding users, ensuring they felt supported throughout the process.

As a helpdesk technician, I discovered that success lies not just in technical resolution but in the quality of interaction. Building trust, setting expectations, and maintaining a positive attitude are just as crucial as technical fixes.

#### **4. Comparative Reflection and Overall Learning**

Working across all three roles provided me with a 360-degree understanding of IT service management. Observing others taught me best practices and the structure of a successful support call. Being a user taught me patience, empathy, and how critical communication clarity is. Acting as a technician tested my technical ability, independence, and confidence in solving real-world issues.

Through this holistic experience, I developed several key competencies:

- **Technical Skills:** Microsoft 365 administration, DNS and VPN troubleshooting, system performance optimization, and user account management.
- **Customer Service Skills:** Active listening, empathy, reassurance, and explaining technical solutions in user-friendly terms.

- **Professional Growth:** Improved documentation, adaptability, and the ability to remain calm and organized under pressure.

## 5. Personal Improvement Goal

While I have made significant progress, I aim to enhance my advanced diagnostic and scripting capabilities, particularly in automating repetitive support tasks such as cache clearing, DNS refresh, or log collection. Strengthening my PowerShell and networking command-line knowledge will allow me to handle complex issues more efficiently. Additionally, I intend to continue developing my communication and mentoring skills, ensuring that I can train or guide junior technicians effectively in future roles.

## Conclusion

This multi-role experience was instrumental in shaping my professional identity in IT support. Observing, experiencing, and resolving issues provided a well-rounded view of how service delivery operates from all perspectives. It reinforced that excellent IT support depends on three core pillars: technical accuracy, user empathy, and clear communication.

As I progress in my career, I carry forward the lessons learned from each role: the discipline of observation, the empathy of the user, and the confidence of a technician. Together, they form the foundation of a service-oriented, solution-driven IT professional ready to deliver quality support in any environment.