**Responsibilities and Task**

**Internship with Weinig-HolzHer**

**Title: IT Support Analyst/System & Network Administrator**

**Common Responsibilities-**

* Connecting Polycom devices to the FTP Fonality server
* Tracing wires for unlabeled ethernet ports
* Assist in network drops for large Weinig and Holzher machines
* Connecting cables from the patch panels into a switch
* Tagging ports in the switches
* Setup new employee laptops:
  + Create admin account using company standards
  + Install the standard user package and any requested programs (SAP, AS400, SoMove)
  + Create shortcuts to the AS400 server, map network drives, connect to their needed printers from the print server
* Install windows 10 and 11 pro onto reconfigured devices
* Swap out hardware such as RAM or Storage
* Asset tag new devices
* Respond to user tickets such as:
  + Adding/removing a user from a designated queue in Fonality
  + Creating and editing user accounts in Fonality
  + Installing updates or script fixes for SAP or other programs
  + Mapping network drives
  + Fixing printers or scheduling a technician
  + Ordering toner
  + Remoting into user desktops in the USA and Canada to help application issues including, but not limited to:
    - Office Suite
    - HUD
    - Remote Desktop
    - AS400
    - Foxit PDF
    - Combivis 4-6
    - Virtual Desktop

**Large Assign Tasks-**

* **Assist installing Access points in the Hickory location**
  + Business Model: Ensuring our sister location has Wi-Fi and can access the network drives stored in Mooresville
* **Creating a more efficient onboarding form using Microsoft forms**
* **Create a standardized sheet of all departments and positions and the applications, printers, network drives, and access accounts they use**
  + Business Model: This is used to make onboarding a simpler task for the manager and IT department, so there is a “Standard” package, and any extra equipment or software can be added as a special request
* **Communicating with Bell Canada and finding the price of new lines and seeing the state of our current agreement**
  + Business Model: The Canada district need new devices add on sight, but their provider makes it difficult add or replace devices and ignored the office number in Canada. After investigating the account, the representative mentioned that we didn’t have a contract and I was tasked with seeing how long a contract usually is and the difference in prices. This eventually led to the decision of install Microsoft Teams phones in the Canada site instead.
* **Customizing the Information Systems SharePoint site**
  + Business Model: To improve the look and feel of the site, so it wasn’t in a default state and set a foundation for other SharePoint sites to follow in the location.
* **Create a VBA script to convert a Google sheet with Google Drive links to an Excel Document with the SharePoint links instead**
  + Business Model: The current scheduling document was stored in a single google account that was not monitored and only one person had access to the top-level account instead of the files shared in the cloud for any account to be given access. If something were to happen to the owner no one would be able to access those documents anymore, this solution prevented that being an issue.
* **Setting up one of the training rooms with new PC and internet**
  + Business Model: Making use of a spare room for companies to send their technicians to come train to use the machines, so we can have more classes running at the same time
* **Auditing our licenses Draftsight**
  + Business Model: Our licenses weren’t tagged in that asset tracker, and it was believed that no one was currently using them. We audited the licenses to ensure we were not paying for a tool we weren’t using
* **Establishing a network Topology map**
  + Business Model: Creating a structured map of how each device is talking to our switches
* **Creating a list of all printer IP’s**
  + Business Model: Locating all the devices that weren’t on our designated printer Ip range and making sure they were added to our print server
* **Pulling all SQL queries out of our call log** 
  + Business Model: Scraped the python script so we could have a consultant look at our queries before we upgraded our AS400 unit
* **Organizing the office and server room**
  + Business Model: The IT manager left the server room and office a wreck with unneeded devices, multiple versions of the same instruction booklet, and other unnecessary items. This made the environment easier to manage and safer to maneuver in.
* **Feature addition to the call log EPR system** 
  + Business model: This update allowed for Field service supervisors to be emailed automatically when a part was received and gave them access to set the status of a parts installation. An additional request was for the system to automatically email a supervisor if a part hasn’t moved or been scheduled in a week.
* **Building Test AS400 User Machines** 
  + Business model: These machines were created to be training machines for all the users in the Mooresville location for the new AS400 operating system and new GUI system.
* **Connecting our Paxton entry system to our SIP phones to allow users to grant access to the building**
  + Business model: When the last IT administrator left, we lost access to the Engineer code to log in the door system and other administration sections. After uninstalling the physical door panel, I was able to manually reset the passcode and log into the system to register our device’s new static IP addresses.