

IT Student Intern – WellStar Health Systems

Joyce Anderson

Introduction

I am a senior in the undergraduate Information Technology program. I met the internship coordinator for WellStar Health Systems at Fall 2018 and Spring 2019 CCSE Internship Networking Event. The internship position is information technology student intern. My background had only consisted of me having user interface knowledge, electronic payment reporting, and a few general IT courses from my degree program.

Experience/What you Did/Learned

Company - WellStar Health System

Introduction– Worked independently as an analytical/functional specialist with guidance in group activities, projects and events in healthcare IT within its core curriculum. This role is instrumental in understanding the fundamental basics of IT healthcare within its core curriculum, building of their professional style, and creating a new network foundation for future growth. I have rotated in 5 fundamental departments for development and growth for the first six months of the program and the last six months were used as my career focused area with the intent to further expand my knowledge, professional growth, and skillset. Starting from months 1 - 6 I rotated throughout the the IT Service Desk, Field Services, IT Service Management, IT Security, and IT Applications departments. Towards months 7 - 12 I worked in the IT Service management depart in the Knowledge based composing and editing knowledge articles for WellStar employees that had ITIL access to view and for instruction on how to work WellStar applications. I also worked with the IT Service Management department with Servicer Now administrators and developers conducting quality assurance testing of different Wellstar Applications.

Highlights

- I attended the internship program from June 2019 - June 2020
- Assisted in resolving all incoming customer support requests in the service desk via telephone concerning network related incidents
- Installed, configured and modified hardware to ensure optimal performance
- Quality assurance testing of completed stories by developers to help mitigate cost and risk throughout the software development lifecycle
- Assisted with developing, maintaining and delivering knowledge articles to improve content templates of knowledge management in Service Now
- The knowledge articles that I helped create now works in conjunction with an automated intelligence bot, in which the bot pulls keyword from the knowledge articles to help solve issues immediately when a WellStar employee asks the bot a question,

Used tools such as :
Service Now
ITIL
Knowledge Base
Active Directory

servicenow

Experience

This internship helped give a variety of general IT foundati could not have gotten anywhere else, which included IT Service Desk, Field Services, IT Service Management, IT security, and IT Applications. I was able to make great connections with employees with the IT Security department who has been helping me with resources to pass the Comptia IT Security + certification and receive advice on how to break into IT Security.

Preparedness

Technical Writing - Jeannie Beallisario

Management of IT & Human Computer Interaction - BrichayaShah



Future Career Plans

Initially before my internship I thought I wanted to become an IT service desk analyst, IT security analyst or a technical writer, but after having experience I now know I do not want to become a technical writer or an IT service desk analyst Instead I will continue pursuing my bachelors of IT and work towards becoming an IT security analyst tier 1.

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