INTERNSHIP SPOTLIGHT

Nicholas Pcsolar

Graduation Year: 2018
Semester & Year of Internship: Summer 2018
Major: Information Technology
Minor: History   **Hometown**:
Hobbies: Gardening, Bird Watching, Hiking, Sports   Irwin, PA
Campus Activities: Christian Fellowship Club
Future Plans/Career Goals: Network Administrator / Numerous COMPTIA Certifications (A+, Network+, Security+)

- **Internships (company/your title):**
  The Greensburg Hempfield Area Library (GHAL) AND Westmoreland Casemanagement and Supports Inc. (WCSI)
   Title: IT Intern

- **How did you find your internship?**
  I found both through the UPG Career Services Office. Kristen Stratton posted the GHAL position, and recommended that I contact WCSI.

- **What were your duties?**
  At GHAL, I provided research and technical support for library patrons, maintained and updated the library's website, and helped with library activities like the popular Used Booksale. At WCSI, I solved employee technical problems like adding new employees' devices to the WCSI network, rebuilding corrupted Office profiles, and updating Polycom phone firmware. Some fixes like Office365 repairs were quick and easy, but others required time, critical thinking, and trial and error to solve.

- **How many hours per week were you at your internship site?**
  I worked around 31 hours per week; 16 at WCSI and 15 at GHAL.

- **What did you enjoy most about your internship?**
  At GHAL I enjoyed facilitating the public's quest for knowledge in their research or reading preferences the most. Being creative with developing their website, ghal.org, was also fun. At WCSI, I enjoyed the professional atmosphere. I also enjoyed talking with WCSI employees and helping them continue their work to provide an array of health services and recovery programs to thousands of people in Westmoreland County.

- **What was the most difficult aspect of the internship?**
  At GHAL, the most difficult aspect was the Saturday morning rush. Dozens of patrons would call or enter the library with questions, and many featured events coincided with the rush. At WCSI, the most difficult aspect was coordinating appointments for phone updates of over a hundred WCSI staff members within three weeks while attending to my other duties.

- **How did your experience at UPG and in the Information Technology department prepare you for your internship?**
  Dr. Wesley Jamison, who sponsored my internship, and the Information Technology faculty helped prepare me by teaching me web development skills, critical thinking skills, and programming logic.

- **How has your internship prepared you for a career?**
  Both of my internships gave me the confidence to enter a professional atmosphere and provide professional results. WCSI helped prepare me for a job as a Network Administrator by showing me everything involved in running an IT department for a business.

- **What recommendations do you have for other students about doing an internship?**
  I certainly recommending doing one, you won't regret it. You only get one shot at a first impression, so make sure to be well-rested, helpful, polite, and to dress well your first day. If you have time to talk with your supervisors or co-workers, ask them about the path they took to their job and for advice on entering the field.

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