



Andrew DePace's internship at Carroll County Public Schools

# What does CCPS do?

Being a public school system, they manage all public schools in the county, including 22 elementary schools, 9 middle schools, and 7 high schools.

I worked in the central office in the Technology Services department. We manage the applications that staff and students can access, whether they're developed in-house or third-party applications.

The logo for Carroll County Public Schools Technology Services is positioned in the bottom right corner. It features the text "Carroll County Public Schools" in a dark blue font, with "TECHNOLOGY" in a larger, bold, dark blue font and "SERVICES" in a bold, yellow font below it. To the right of the text is a stylized graphic of a blue swoosh that curves upwards and to the right, ending in a yellow circle. The background of the logo area is a light blue gradient with faint circuit board patterns.

Carroll County Public Schools  
**TECHNOLOGY**  
**SERVICES**

# What did I do?

Technology Services is divided into two primary departments: Information Technology and Information Services. I worked as an intern for the latter.

I was trained to assist my supervisors in managing applications as well as resolve help-desk tickets. Some apps I helped manage include:

- The User Management System
- Finalsite - A third party application used to help edit schools' webpages
- Tech Request System - Developed in-house to approve/deny the use of certain technologies to users.

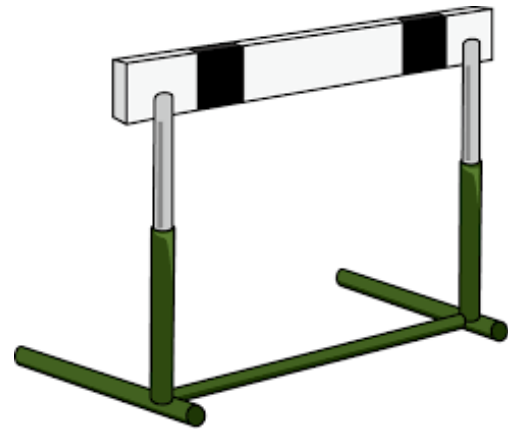
In addition, I assisted the developers with testing changes to applications in order to find any bugs or discrepancies.

# Challenges I Encountered

In addition to adjusting to a new fast-paced work environment, I encountered numerous other hurdles I would have to overcome:

Learning the ins and outs of applications I've never seen before as well as learning proper documentation of testing for said applications.

Learning new programming languages.



# What I Learned

Throughout the course of this internship, I learned many things about the workplace and how it differs from what I'm used to.

I learned how to properly manage my tasks so that everything can get done efficiently.

I became better at customer service, as sometimes I would have to speak with clients/users and guide them through the applications.