

ABSTRACT

Revanza Ariffa Ciptadie (2021081018)

IT INFRASTRUCTURE & SUPPORT HELPDESK AT PT. JAYA REAL PROPERTY, TBK.

During a two-month of professional work internship under the Information System Management (MSI), specifically the IT Infrastructure & Helpdesk Support subunit at PT Jaya Real Property, Tbk. During daily contribution to the unit and the company, the intern involved in various activities such as IT infrastructure preparation and device deployment across Jaya Property Branches, maintaining IT devices, handling problems with remote troubleshooting and analyzing the ITSM (Information Technology Service Management) system. the intern also conducted educational sessions to raise digital and technological awareness among company members, reflecting the Information Systems student's commitment to sharing knowledge about technology. Additionally, the intern made small contribution by handling documentation for audit purposes, implementing internal email for the MSI unit and exploring other IT-related subunits. Overall, these activities represented the intern's efforts to contribute to the company's operational effectiveness and efficiency, with hope of guiding the company towards a more advantageous future through the application of available technology.

Keywords: *IT infrastructure, support helpdesk, ITSM, remote troubleshooting*