

ABSTRACT

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IMPLEMENTATION AND MAINTENANCE OF IT AND NETWORK INFRASTRUCTURE AND APPLICATION SUPPORT: IMPLEMENTATION AND CONSTRAINTS IN PT XYZ BUSINESS ENVIRONMENT

Kerja Profesi (KP) is a program initiated by the Indonesian Ministry of Education, Culture, Research and Technology to prepare students for the dynamic and complex world of work. This program provides students with the opportunity to develop practical skills, technical competencies, and soft skills such as communication, teamwork, and problem solving abilities. Practitioners carry out the KP program at PT XYZ as IT Support Infrastructure and Applications for six months, starting from July 1, 2024 to December 31, 2024. During the program, practitioners were tasked with handling various aspects of the company's IT infrastructure, including troubleshooting hardware, software, and networks, as well as installing and maintaining new IT infrastructure. Practitioners also ensure that devices are connected and functioning properly to support the company's operations. Practitioners are placed in the Management of Information Systems (MSI) unit with the main tasks involving the preparation and handling of the company's IT infrastructure, including software installation, hardware maintenance, and troubleshooting using the "Information Technology Service Management (ITSM)" application. This application allows tracking of tickets from users regarding reports or requests regarding IT issues. Practitioners are also involved in projects such as network installation and monitoring, application development, and socializing IT awareness to users. The implementation of this program begins with the process of sending application documents, selection, to official acceptance from the company. Through this activity, practitioners gain valuable experience in combining theoretical learning with direct practice in the industry. The KP program aims to reduce the gap between the academic and industrial worlds and prepare students to face the challenges of globalization and technological transformation. By participating in this program, practitioners not only gain in-depth technical understanding, but also more thorough professional development, making them better prepared to enter the workforce.

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