ABSTRACT

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IT SUPPORT SERVICES MECHANISM AT TIK UNIT PEMBANGUNAN JAYA UNIVERSITY

Pembangunan Jaya University is a private campus that was established in 2011 and supported by Pembangunan Jaya business group. As time goes by, many students join Pembangunan Jaya University and enroll themselves as active students. For every student, lecturer, and staff around the campus, troubleshooting and networking became one of the most important factors to help all of the activity in the campus run smoothly. Especially during a pandemic like this, the Internet became one of the most important thing for all of them in campus. The quality of the internet, to get a good and optimal connection is something that is really needed by all of the members of Pembangunan Jaya University. Pembangunan Jaya University has an ICT unit whose role to control and input all community data, checking all of the network cables and ensure the quality of the internet network in certain rooms, set IP addresses, and ICT also serves data recovery to recover lost data. Based on the things listed above, the unit requires an IT Support who is also involved in the world of networking to handle some of the obstacles or things listed above. Therefore, the practitioner is asked to help solve some of the daily problems that may be experienced by the members of Pembangunan Jaya University.

Keywords : Network, Internet, IT Support.