

ABSTRACT

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ACTIVITIES AS IT SUPPORT ADMINISTRATION AT PT INOVASI MITRA SEJATI

The "Professional Work" course aims to provide students with an understanding of the real world of work. The purpose of working as an employee of PT Inovasi Mitra Sejati is to learn the various responsibilities given by the company and find opportunities for advancement. In the Professional Work Course, this report discusses the experience of working as an IT Support Administration at PT Inovasi Mitra Sejati. An analysis of administrative tasks was conducted. These tasks include recording handover minutes, coordinating internal and external activities, creating cooperation agreements, tracking Service Level Agreements (SLAs), improving quotations, and creating daily and weekly reports. The results show that workers in this company can improve their organizational, communication, data analysis, problem-solving, creativity, and strategic thinking skills.

Keywords: IT Support Administration, PT Inovasi Mitra Sejati, Professional Work, Recording Handover Minutes, Coordinating Activities, Cooperation Agreements, SLA Monitoring, Skills Improvement.