

NCO gains civilian experience



By SSG (P) Jasmin R. Harvey

My time within the TWI program at Cisco Systems, Inc. has been a very fulfilling and rewarding experience that cannot be duplicated at any duty position in the Army.

I have had the opportunity to participate in Cisco Systems corporate structure and industry level best practices. By being exposed to the ever changing and growing information technology market, I have had the pleasure to practice critical skills necessary to any organization that has associations in IT.

There are many positions at Cisco that a TWI candidate could be assigned, depending on professional and personal goals, as well as what will be best suited to the operational needs of the next duty assignment.

Since working at Cisco, I have been assigned to the classified network support team as a customer support engineer. The CNS team handles public-sector U.S. government agency cases involving mission-critical Cisco networks with a wide range of technologies, devices, software, and hardware platforms.

As a CSE on the CNS team, I take ownership and troubleshoot different aspects of unclassified, secret, and top secret customer networks until a resolution is reached and the case is closed. In

some cases, a network bug may be discovered and filed for a Development Engineer to write code for fixes, or a portion of a customer network may be recreated in one of the many Cisco labs to mimic the issue that the customer may be facing in order to trouble shoot in a mirrored environment.

Having worked with many different customers, including the FBI, Army, and Air Force, has opened up my technical skills and broadened my understanding of the many technologies and resources used in resolving network faults.

The CNS team has welcomed CPT Walter Gibbons, another TWI candidate, and myself to work with them as if we were actual customer support engineers in the IT civilian workforce.

The TWI program for Signal Corps is relevant for those who work in Signal positions in the Army to correspond and collaborate on industry level corporation best practices and procedures.

Those who are selected as a TWI candidate have the opportunity to expand their IT knowledge to the civilian side and use that knowledge to reflect on the operational Army, once they are finished with their TWI experience.

TWI candidates can give insight to those who work at the Signal Center of Excellence and other Signal Regiment positions on strategies and techniques that are

used in the civilian IT spectrum that may not have been in practice before. These insights may provide improvements to the Army's IT spectrum and network infrastructure and a much better vision of where the Signal Regiment is heading in the future.

As I move forward through the TWI program and finish my last few months working for Cisco, I can reflect on what will be one of the most IT intensive experiences a Signal Soldier could ask for, and I will continue to challenge myself during this assignment as I am exposed to the ever-expanding IT Cisco environment. Being chosen as the first enlisted Signal Soldier in the Training with Industry program is an honor. I am thankful for this opportunity, and will continue to grow, learn, and bring this increased knowledge to the operational Army environment upon arrival to my next duty assignment.

SSG (P) Jasmin R. Harvey graduated Advanced Individual Training as a 25Q, Multichannel Transmission Systems Operator-Maintainer, from Fort Gordon. In 2007, she reclassified as a 25B, Information Technology Specialist. She served as a Senior 25B instructor/writer, and is presently on a Training with Industry assignment with Cisco Systems, Inc. as a customer support engineer at Research Triangle Park, N.C.

ACRONYM QuickScan

CNS - Classified Network Support
CSE - Customer Support Engineer

IT - Information Technology
TWI - Training with Industry