

Information Technician Cover Letter

6233 Homenick Rapids New Aidashire, GA 50245

Dear Casey Renner,

Please consider me for the information technician opportunity. I am including my resume that lists my qualifications and experience.

In the previous role, I was responsible for neuropsychology testing and research clinic support for studies including obtaining informed consent/HIPAA permissions; performing cognitive testing interviews and scoring; performing general medical history, dietary, and medication interviews.

Please consider my experience and qualifications for this position:

- Provide end user support and customer service for clients within and across zones on company supported computer applications and platforms via voice, email and chat
- Help Desk point of contact for Chile users (Spanish)
- Industry Certification (ie MSCE, ITIL) would be desirable
- Help Desk point of contact for Quebec, Canada users (French)
- Good communication skills, both oral and written in English and French
- Microsoft Active Directory and Domain Administration
- Basic knowledge and experience in Windows systems administration, systems monitoring, troubleshooting, installing and configuring Windows, and patching and securing the Windows Operating System
- Basic knowledge of server virtualization concepts, imaging, and configuration management

I really appreciate you taking the time to review my application for the position of information technician.

Sincerely,

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