IT Technical Support Cover Letter

7833 Mante DrivesWallyville, AZ 52394

Dear Sutton Little,

I would like to submit my application for the IT technical support opening. Please accept this letter and the attached resume.

In my previous role, I was responsible for a basic understanding of data center hardware and software technologies and best practices including network, storage, security, servers, mainframes, and cloud technologies.

Please consider my experience and qualifications for this position:

- Practical use of IT systems
- Be the focal point and owner of large account storage problem resolution
- Active Directory (user accounts, password resets)
- Service Desk Ticketing Systems (ServiceNow, ZenDesk, Spiceworks, Bomgar, GoToAssist, LogMeIn)
- Be able to communicate clearly and effectively with others, both verbally and in writing
- Knowledge of ITIL framework beneficial
- Experienced with a variety of IT concepts (networks, databases, operating systems)
- Have a friendly and polite telephone manner and should be able to work using their own initiative and show attention to detail

Thank you for your time and consideration.

Sincerely,

Armani Larson