

# IT Technical Support Cover Letter

939 Bernhard PlainsWest Jodyfort, KS 08129-6508

**Dear Tyler Streich,**

Please consider me for the IT technical support opportunity. I am including my resume that lists my qualifications and experience.

In my previous role, I was responsible for support for site / regional / global infrastructure, including local area network, wide area network, PBX, voice communications, servers, desktop systems, end-user assistance (help desk), and related technologies.

Please consider my experience and qualifications for this position:

- Specific focus to ensure that the platform is operating efficiently and that there are no performance or capacity issues
- Ensure that all house-keeping functions are fully documented and ideally (where appropriate) automated
- Produce Capacity and Performance Management KPIs to assist with the measurement of overall system performance and adherence to regulatory and client requirements
- Understand new requirements and translate to a Murex technical solution
- Assist in implementing software solutions around Murex MX.3 and other associated tools/interfaces
- Responsibility for assisting with the testing and deployment of software releases into production
- Capacity Management (preferred)
- Performance Management and Stress Testing (preferred)

**I really appreciate you taking the time to review my application for the position of IT technical support.**

Sincerely,

Stevie Wiegand