

Tech Support Analyst Cover Letter

233 Feeney Circle East Lynntown, NJ 48792-8147

Dear Campbell Marquardt,

In response to your job posting for tech support analyst, I am including this letter and my resume for your review.

Previously, I was responsible for remote Resolution for Server and workstation issues using SCCM, Remote Desktop and other required Enterprise Tools.

I reviewed the requirements of the job opening and I believe my candidacy is an excellent fit for this position. Some of the key requirements that I have extensive experience with include:

- Administration of blackberry enterprise servers SCCM Knowledge
- Able to resolve issues with wireless and VPN connectivity MDM knowledge BES10 or BES12
- Able to perform hardware and software installations and troubleshooting
- SCCM administration - Deployment of Microsoft OSes and Microsoft software packages, deployment of service packs, security patches, asset collection and management AD Knowledge, Group Policies
- Active Directory administration - Creation of users, groups and group policies Desktop/Notebook Knowledge
- Break-fix of laptops and desktop computers Microsoft Exchange knowledge - Nice to have
- Troubleshoot Exchange Server integration with other vendor software packages
- Basic knowledge in IEX

Thank you in advance for taking the time to read my cover letter and to review my resume.

Sincerely,

Tyler Hegmann