

Cover Letter – Information Technology

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Ms Janice Nicholson
Human Resources Co-ordinator
Business Networks
60 Albert Street
East St Kilda VIC 3183

Dear Ms Nicholson,

I am writing to apply for the IT Support/Help Desk Technician position, as advertised on Monash University's Career Gateway. I am currently in my final year of a Bachelor of Information Technology and Systems degree at Monash University, majoring in Applications Development and Networks. I am keen to apply my knowledge and key skills gained through both university study and industry related work experience, particularly with regard to the management and support of computer networks and network management.

My enthusiasm to work at Business Networks has been encouraged by your reputation of working creatively to provide customers with excellent technical support. Solving clients' computing related problems to ensure that their IT use is effective and efficient would be very satisfying. I thoroughly enjoy the technical challenges of problem solving and working with clients to bring about speedy resolutions. Business Networks also appeals to me because it is a company which is expanding and this will bring the challenges and growth I am looking forward to within my career.

My studies have assisted me in gaining relevant technical skills and my employment experience in the retail sector has enabled me to extend my skills in the areas of communication and problem solving. My experience as a volunteer has been based around my motivation to become involved and ensure that programs are delivered effectively. I enjoy taking the initiative to create positive outcomes for people.

Through my part time employment in the retail sector, I have a strong customer focus with the ability to communicate and deal with people from a diverse range of backgrounds. I have had to handle many challenging customer enquiries and have learnt to resolve them in a professional and timely manner.

As a volunteer and instructor with VICSwim, I have presented community education programs to raise awareness of water safety, and conducted swimming classes for individuals and groups. These activities have developed my skills in public speaking, organising and in taking responsibility for managing an activity program. I have had to be self-motivated to create lessons which achieve desired outcomes and which are tailored to the needs of the students. This has also helped me improve my skills in responding to questions from people who do not have a technical background.

Thank you for reviewing my application. Enclosed are my resume and academic transcripts. I believe that I have demonstrated the qualities and skills that you seek and would welcome the opportunity to discuss my application in more detail at an interview.

Yours sincerely,

Ian Information

