

Sample Cover Letter – Information Technology

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13 May 2015

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 with Business Networks, 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, selling laptops at JB Hifi, I have proven 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. This has also developed my ability to explain IT concepts to 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



IT Support/Help Desk Technician Business Networks

Business Networks is a small sized IT solutions business that prides itself on providing quality solution focussed service to its client base. We are have a strong tradition of being 'creative problem solvers' and for giving our clients 110%.

We have recently created a new full-time position ideally suited to a graduate who has completed an Information Technology and Systems degree.

The ideal candidate will have a proven track record in providing high level client service. This includes the ability to convey information clearly and concisely to a varied client base. You will be solution focussed and have the ability to 'think outside the box'. Added to this you will have excellent technical skills and an understanding of computer networking.

Above all, you must be motivated and have exceptional interpersonal skills. If you think you have what it takes to join our team please email your application to Janice Nicholson by 18 May 2015.