



Jason Novak

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Dear Hiring Manager,

I am writing to express my excitement and interest in the Network Operations Centre Technician as advertised on the internal email communication and internal company website. For as long as I can remember, technology has been a central theme in my life. From being the first child in my school to get a computer and learning the difference between the DIR and CDIR commands, to learning about Linux and its use in my own day-to-day life and my time at Saskpolytech, teaching me about networking and many other aspects of how technology can be and is integral to all our daily lives.

In my previous role as a Technical Support Tier 2 Representative, here at Access Communications, I gained valuable experience in troubleshooting various technical issues, maintaining documentation and training material for my coworkers and myself, and ensuring a multitude of standards, protocols and processes were being followed in our daily activities. Through my proactive approach to troubleshooting and my eye for detail, I was able to minimise downtime and optimise response to potential issues that arose.

I am particularly drawn to the position of Network Operations Centre Technician because of my desire to grow and continue my career here at Access Communications. Working to get my LPIC certification and developing a deeper desire to learn and absorb knowledge in the server administration world are a couple factors pushing me to apply for this position.

Some highlights of my qualifications and achievements include:

- An eye for detail helped me to spot an issue with our email system that resulted in the network analysts finding someone who was able to hide behind our security and send out spam email repeatedly.
- My desire to grow had me step up in a lead role as we try to integrate a centralised CRM and ticketing system company wide.
- Strong communication skills, which allow me to effectively collaborate with cross-functional teams and communicate technical concepts to non-technical coworkers has helped me greatly in my role as a trainer and educator on the team.

I am confident that my technical skills, coupled with my passion for technology in general, make me a strong fit for the Network Operations Centre Technician role at Access Communications. I am eager to bring my expertise to your team and contribute to the continued success of the network operations department.

Thank you for considering my application. I look forward to the opportunity to discuss how my skills and experiences align with the needs of your team. Please find my resume attached for your review.

Warm regards,

Jason Novak