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23 April 2025

Hiring Manager

Opal HealthCare

Sydney, NSW

Dear Hiring Manager,

**RE: Application for ICT Applications Support Analyst Position**

I am writing to express my interest in the ICT Applications Support Analyst position at Opal HealthCare. With my extensive experience in healthcare software systems and database environments, I am well-positioned to provide the technical expertise required to support your critical applications.

My career in healthcare IT began at Mednetwork Systems, where I provided technical support for medical practice management software. In this role, I remotely diagnosed and resolved complex issues including database corruption, software errors, and system integration problems. I managed a high volume of support requests through a ticketing system while maintaining excellent resolution metrics. During system outages, I prioritised critical issues and communicated effectively with affected clients, minimising disruption to their operations.

My experience at PLOY included working as a contractor at a hospital IT help desk, where I logged calls, troubleshot connectivity issues with doctors' and nurses' workstations, and managed ticket escalation. I also worked extensively with aged care facilities, identifying and mapping networking data points used by nurses' stations and admin staff throughout the buildings. I deployed Wyse thin client terminals to these locations, configured network boot, tested functionality, and educated users on proper use. This experience gave me valuable insights into aged care IT infrastructure and the specific needs of healthcare staff in these environments.

At Medical Director, I further developed my technical skills while supporting and testing clinical management software. This experience gave me valuable expertise in SQL databases, healthcare data systems, and HL7 messaging standards. I collaborated with development teams to implement solutions for identified technical problems and developed automated testing scripts that improved efficiency by 60%. This role enhanced my understanding of healthcare workflows and clinical applications, providing me with transferable skills directly applicable to aged care software systems like AutumnCare.

I am proficient with the technologies used at Opal HealthCare, including:

- Database management and SQL query optimisation

- Active Directory and Microsoft 365/Azure AD/Entra ID administration

- Citrix remote desktop environments

- Application deployment and configuration

- Healthcare data systems and secure messaging (HL7)

While I have overview knowledge of AutumnCare specifically, my experience with various healthcare software systems has given me the technical foundation to quickly become proficient with your applications. I understand the importance of maintaining data integrity and system availability in healthcare environments where technology directly impacts care delivery.

As a self-employed IT consultant in recent years, I have further honed my ability to troubleshoot complex application issues, optimise database performance, and develop effective documentation. I've successfully reduced report generation time by 40% through SQL query optimisation and implemented data migration strategies that ensured data integrity throughout the process.

I am excited about the opportunity to bring my healthcare IT experience and technical skills to Opal HealthCare, contributing to your mission of providing quality care for older Australians. I am confident that my background in healthcare applications support, combined with my strong analytical abilities and problem-solving skills, would make me a valuable addition to your ICT team.

Thank you for considering my application. I look forward to the opportunity to discuss how my experience aligns with your needs.

Yours sincerely,

**Armin Marth**

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