To Whom It May Concern,

I'm writing in response to the Application Analyst position posted for Concord Hospital and would like to apply. I have experience in both medicine and IT, and as such I am armed with a unique understanding of how critical infrastructure is in a hospital setting. I have gained hands-on experience in a wide range of IT disciplines, including internal and end user technical support, programming, development and infrastructure support. Combined with a previous career in Emergency Services, I leverage a skill set that allows me to think critically and objectively in extremely high stress environments while maintaining an excellent user support experience.

I came into my current job with basic computer assembly and troubleshooting experience. Within the first two weeks I was supporting the full line of our software. In three months' time, I was assisting in software development, writing product requirements, specifications and use flows. Within the first year I took on managing the company file server and backups.

I provide a wide range of services to my company, ranging from customer service, to software development testing and management, to network infrastructure management. I strive to find ways of improving workflow and efficiency. To that end I helped spearhead case management automation which drastically decreased spam cases and improved response times.

I assist in managing our network and infrastructure. At time of writing, I am responsible for overseeing migrating office locations . I have disassembled the old location's network and reestablished it at our new facility with minimal downtime. I advocated moving an aging file server to a new NAS server, increasing redundancy and improving the reliability of backups. Additionally, user email account management, antivirus configuration and VoIP troubleshooting are all responsibilities of mine.

In my off time I continue to learn and hone my skills; I am in the process of pursuing a Network + certification. Some of my side projects at home have included a network wide ad blocker, storage server and a touch-based media server.

I know that while I lack a traditional education, my experiences make me uniquely qualified to support IT in a hospital setting. I have a hunger and motivation that will be difficult to find elsewhere and I am driven and capable of rapidly learning and supporting new technologies. I ask that you consider me for this position. Thank you for your time and consideration.

Regards,

Marshall Nye

ffnye15@gmail.com

603-568-9534