I was attracted to the position as I naturally gravitate towards roles that feature problem solving, and I would feel fulfilled by helping young people achieve their goals. I would be able to handle support requests covering a wide range of subjects available at the school, as I am experienced in DIY electronics and audio software - which feature in the showcase videos on your website.

I have a wide and varied technical background, lending itself towards the many different subjects your school offers. I completed a Level 2 BTEC in Information Systems, achieving a D*D*. Alongside this, I completed a T-Level course in Digital Production, Design and Development, which focused on network infrastructure, GDPR and project planning. I believe this would greatly aid me when resolving site issues, or when performing any site upgrades, as I would be able to integrate them thoughtfully into the existing network.

To supplement the knowledge gained from my courses, I have experience tinkering with my own home server, configuring media servers, managing user permissions/credentials and automating system tasks to achieve complete and timely backups of sensitive data. Whilst managing this server, I would frequently log in from a remote location to troubleshoot the system and provide support to my users. This will help me in this role because it will allow me to quickly familiarise myself with your own systems to manage users and data, whilst also being able to troubleshoot and provide more hands-on wireless remote support/security management.

In addition, I have been perfecting my web development and system admin/troubleshooting skills - not only for my own systems and servers, but also during internships at DFDS Seaways and BoysenB Web Development. At DFDS, we traversed multiple offices as we were the only IT support team on the port, resolving technical issues with employees' machines in a professional, timely manner. My primary individual task was assisting in extensive network server cabling modifications (which carried the VoIP internal telephone network, which was experiencing issues). Alongside this, I updated a large number of devices over networks to the latest version of Windows to minimise any potential security flaws. I loved using my technical skills in this role to help a wide range of people and work as part of a team unit.

Since leaving college, I have continued hosting my own services and learning about these systems. However, I wanted to expand my skillset further into audiovisual technology, so I started a degree in Music & Sound Design. In this degree, I learned a lot about audio/video routing (sample rate, bit depth, audio & video over networks), and editing software (such as Logic Pro, Reaper and Adobe Premiere Pro). In addition, I gained extensive experience with OSX and IOS in a professional production environment. I feel that the skills I gained from my degree make me well suited for this role, as I could provide support for AV events with my understanding of mixing and AV equipment. Whilst attending university, I made extensive use of Office 365 software to professionally format my own work and fill out forms. Although I had been using the suite from a very young age, formatting my assignments presented a chance to enhance my skillset.

My time at university greatly expanded my communication skills, as I met and collaborated with a wide range of people. I further developed my ability to work with people from different backgrounds, and I feel that having experience in explaining technical concepts to people who were more musically-minded would be a vital asset to me in this role.

Alongside my course, I volunteered at the British Heart Foundation in Manchester Piccadilly. Here, I was able to thrive in a chaotic environment as the shop is located at the heart of the city centre. As a result of this, the shop was always full of customers seeking help; this meant that I was often juggling multiple queries whilst also keeping the shop well stocked and safe for those with accessibility needs (clear walkways for those with poor vision and wheelchairs). I really enjoyed getting to know the different types of people that would visit, and helping them with their experience. This role developed my timekeeping skills in a fast-paced environment, which I believe would benefit me tremendously in this role.

After I finished my degree with a 2:1 grade, I had been considering searching for a career in the education sector, so I took a course in Child Safety, Safeguarding, Diversity and SEND alongside acquiring an enhanced DBS certificate. I also wanted to get some experience working in a live AV production environment, so I completed an internship at the TV production studio dock10 in MediaCity, Salford, where I gained hands-on experience with complex broadcast quality AV equipment. I feel this experience is beneficial for this role, as I would be able to provide professional-standard AV support for performing arts events at the school.

In my free time, I love researching a vast range of technological areas. I recently completed a certification in Audinate's Dante Level 1 course which solidified my knowledge of TCP/IP networking models and how data flows across a network. This furthered my understanding of how systems interact with networks, as the course discusses how MAC/IP addresses, subnets and UPnP operate, enabling me to better visualise what is happening within a network and resolve basic and complex network issues.