

**Alexander J Taylor**

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February 10, 2011

Mr. Bill Barnes  
Virtual Imagination!  
ITS Certification Review Committee  
510 Second Avenue  
Fairbanks, AK 99701

Dear Mr. Barnes:

Thank you for taking the time to consider my application for the IT Specialist position with Virtual Imagination! I learned about the position from my Computer Technical Support class, and I believe, when I complete my A.A.S. Information Technology Specialist degree, I would be a great addition to your company.

The skills and knowledge necessary for the duties of the IT Specialist can be demonstrated by a project I completed for my department. As a Support Center Analyst, one of my favorite things to do is end a conversation with the customer feeling better than when the conversation started. To assist my entire department with that effort I upgraded our internal wiki from a virtual server to a hardware server. The project required upgrading the server hardware, installing and configuring the Operating System, installing and configuring the wiki server software, and migrating the wiki articles. The wiki allows us to share our collective knowledge about the systems and software we support, making us a more intelligent Support Center.

I look forward to broadening my skills beyond the Support Center in the IT Specialist position. I will follow up in a week to ten days to verify you have received my email and resumé, as well as answer any questions you may have. I can be reached before then at (907) 388-6457. Thank you for your consideration.

Sincerely,

Alexander J Taylor