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Charles Burt
Chief Information Officer
Eastern Nazarene College
23 E Elm Ave Quincy, MA 02170

Dear Charles Burt

I am writing to express my interest in the Help Desk Analyst position at Eastern Nazarene College. As a highly skilled IT professional with a strong Christian commitment, my technical expertise and passion for service align well with the mission and values of ENC.

With several years of experience providing technical support and troubleshooting, I can excel as a Help Desk Analyst. I have a comprehensive understanding of Microsoft Windows and Apple operating systems and familiarity with Tablet and Smart Phone technology, including Android and iOS. Additionally, I am proficient in applications such as Outlook, Office 365, and Adobe Creative Suite, and I have knowledge of Active Directory. My hands-on experience with Help desk ticketing systems and basic networking further enhances my qualifications for this position.

In addition to my technical skills, I possess strong interpersonal and communication abilities, which allow me to effectively collaborate with a diverse range of individuals, including faculty, staff, and students. I am detail-oriented and thorough, and I possess excellent problem-solving skills, ensuring I can efficiently and effectively support the ENC community. Furthermore, my commitment to maintaining a customer-centered attitude and my desire to work in a team-oriented environment make me a valuable asset to the ITS team at ENC.

Moreover, I embrace the values and lifestyle guidelines of Eastern Nazarene College, and I am an active participant in my local church. I understand the importance of embodying the principles of an authentic Christian community and maintaining a spirit of love and respect within the workplace.

Thank you for considering my application. I have attached my resume, and I look forward to discussing how my skills and experience align with the needs of Eastern Nazarene College. I am excited about the possibility of contributing to the transformative education ENC provides and serving as an agent of Christ's love and truth.

Yours sincerely,

Michael Tempesta