

Noah Williams

Columbus, OH

September 14, 2026
Hillcrest Library System

Dear Hiring Manager,

I'm applying for the IT Support Specialist role at Hillcrest Library System. My experience supporting staff across two sites would help me provide practical, day-to-day technical support across your three branches. I want a role where I can work with a regular group of staff and build my skills, and this opportunity fits that direction.

As a Help Desk Technician at Bridgeway School Services, I provide first-line support for about 90 office and teaching staff. I respond to requests involving Windows, Microsoft 365, printers, and video calls—the same kinds of everyday technology your staff need help with. I explain steps clearly and ask for help when an issue needs a specialist.

When new hires sometimes arrived before their equipment was ready, I made a setup checklist with the office administrator. It covered the laptop, account request, printer access, and collection date. We reviewed it before each start date. I prepare the equipment within my access and ask the IT manager to approve account permissions.

I also record troubleshooting steps and fixes so colleagues can pick up an open ticket. Alongside support requests, I keep the laptop and monitor inventory up to date and flag equipment that needs repair.

Thank you for considering my application. I'd welcome a conversation about how I could support Hillcrest's staff and keep their day-to-day technology working.

Sincerely,

Noah Williams