Christ Amlai

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IT Support Lead

Dear Makers Career Team,

I am writing to express my keen interest in your 'IT Support Lead' position.

The specified job requirements align closely with my interests of developing, implementing, and maintaining IT solutions.

Over the past few years, I have gained experience across various IT fields through my former company, which has given me a strong familiarity with the complexity and structure of technical projects and services. My role allowed me to build a solid foundation in a range of software and systems, while also honing strong communication and interpersonal skills—particularly valuable in client-facing IT support. I'm confident in my ability to engage effectively with colleagues at Makers to better understand their IT issues and deliver thoughtful, tailored solutions.

One of my strengths lies in communication; I've consistently delivered resolution windows, downtime notices, and troubleshooting updates to stakeholders in clear, accessible language, regardless of their technical background. I take pride in translating complex technical information into terms that are easy to understand and actionable. I've also supported design processes by presenting evidence-based recommendations to relevant parties, ensuring proposed solutions align with key objectives and are clearly communicated to both technical and non-technical audiences.

While my formal background is in Systems Administration and Web Development, I also took on significant IT support responsibilities within my organisation. This hands-on experience deepened my practical skills in resolving day-to-day technical issues and equipped me to respond to a wide range of support needs with confidence and efficiency.

I am currently studying towards my CompTIA Security+ exam and believe I can play a key role in strengthening cybersecurity within your organisation. I actively apply best practices in information security, risk assessment, and incident response to help maintain a secure and compliant IT environment. My technical expertise includes a strong understanding of IT infrastructure, cloud-based systems, security protocols, and compliance frameworks. This training, combined with my hands-on experience, has made me acutely aware of the importance of attention to detail and thorough documentation—ensuring accurate records of IT systems, policies, and security incidents to support both efficiency and accountability. I also have experience managing IT projects, system upgrades, and deployments, while continuously seeking opportunities to improve systems and enhance security.

For the reasons outlined above, I believe I am well-suited to troubleshoot complex issues, manage hardware and software lifecycles, and contribute meaningfully to key projects. I understand the importance of balancing and prioritising IT support tickets, and I'm committed to providing timely, effective responses. Having worked under tight schedules while managing multiple competing priorities, I've developed strong resilience under pressure and the ability to perform effectively in fast-paced, dynamic environments.

I value being an active participant within any department, building strong professional relationships and contributing knowledge wherever possible. I particularly enjoy teaching and training, and I take pride in sharing skills and insights that help others grow in their roles. In this way, I hope to play a supportive role in building a technically confident and collaborative environment.

Lastly, I consider myself a technically minded individual with a deep-rooted interest in how systems interconnect and operate within real business environments. I have contributed to various open-source software projects, where I regularly audited both my own and others' code, explored proposed improvements to existing services, and familiarised myself with modern APIs, automation workflows, and a range of technical aspects related to software development. This hands-on experience has strengthened my understanding of engineering principles across all stages of the development lifecycle—from requirements gathering and analysis to design, implementation, and data management.

I approach problem-solving with a solid foundation in programming and systems management, which has enabled me to grasp the interdependencies between systems. Having worked in environments where technology plays a key role in advancing organisational objectives, I've come to value a layered, strategic approach—one that focuses on building solutions that are not only technically effective, but also scalable, sustainable, and cost-efficient.

The Makers ethos strongly resonates with me—particularly your commitment to fostering a culture of belonging for both students and staff, and encouraging applications from all backgrounds, abilities, communities, and industries. I'm inspired by your belief in the value of fresh perspectives and new ideas in driving your mission forward. I know that my efforts would contribute meaningfully—not only in providing first- and second-line support, but also in supporting a new generation of future-focused talent.

Thank you for considering my application and I look forward to discussing how I can be a key player for Makers.

Yours Sincerely,
Christ Amlai