

Christ Amlai
christos@bauherren.ovh
07918793577

July 15, 2025

Onsite IT Support Engineer

Dear Recruitment Team at Schneider Electric,

I am writing to express my interest in the IT Support Engineer position.

The specified job requirements are closely aligned with my interests in the development, implementation and maintenance of IT solutions.

I'm confident in my ability to engage effectively with colleagues and clients at Schneider - whether through desk side support services or remotely.

My confidence is founded upon my previous work experience through which I troubleshooted a manner of different hardware and software issues.

While my formal background is in Systems Administration and Web Development, I also took on significant IT support responsibilities within my organization. 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, such as L1 support for audio/visuals, printers, storage devices and miscellaneous peripherals.

One of my strengths lies in communication; through my previous work experience I've delivered resolution windows, downtime notices, and troubleshooting updates to colleagues and clients 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.

My technical expertise includes a strong understanding of IT infrastructure, cloud-based systems, security protocols, and compliance frameworks.

I am 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.

Yours Sincerely,
Christ Amlai