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View my resume and work: https://greystone.koslovsky.xyz

IT Support Engineer | Greystone Technology

Cover letter

Hi Greystone team,

I call myself a technomancer. Technology has felt like magic to me since I was a kid, but the best part is making it useful to someone else. Sometimes that means building something new. Sometimes it means getting a person's computer, account or connection working again so they can get on with their day. I care about both.

Your approach to support caught my attention: a small team that gets to know a client's business, not just a queue of unrelated tickets. That is familiar territory for me. Through Technomancy IT, I have been the person clients call directly, taking responsibility for their applications, infrastructure and support. I enjoy the technical investigation, but I also want the person waiting on me to understand what is happening.

One of my largest client engagements while living in Wray was Excell Services. I modernized legacy servers, employee computers and networks, implemented Windows Server, Active Directory and VPN access, and helped bring a satellite location online. It was hands-on work across the things a business depends on every day. I also found wasted network costs and secured a $15,000 refund from CenturyLink. Looking after the client meant noticing more than the immediate technical fault.

Earlier, at Everon, I engineered and supported networks, systems and endpoints in a managed-services environment. I worked directly with business owners and end users, built diagnostic tooling and provided on-call support. At FRII, I ran the NOC, handled engineering escalations and built tools for the teams supporting hosting, server and colocation customers. After years there, I became the sole systems engineer for about a year. That responsibility taught me to follow an issue through, keep the next person informed and think about recovery while making a change.

My experience includes Microsoft 365 administration, Active Directory, Windows and macOS support, endpoint protection, DNS, VPNs and practical PowerShell and Bash tooling. I have also worked well beyond the desktop, which helps when a user-facing problem turns out to live in a server, access policy or network connection. I would bring that breadth without making a simple problem more complicated than it needs to be.

I would enjoy bringing that mix of curiosity, calm troubleshooting and personal ownership to your Boulder client. To me, technology feels most like magic when the difficult work behind it lets someone else simply get on with theirs.

Chad