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

IT Support Services II | Colorado State University

Cover letter

Hi CVMBS Technology Services team,

I call myself a technomancer. Technology has felt like magic to me since I was a kid, but what keeps me interested is helping someone else use it. Sometimes that means building a system. Sometimes it means patiently working through the computer, account or connection standing between a person and their day.

Your team supports teaching, research, administration and care. The same technical problem can have very different urgency depending on who is affected. I like understanding that context, explaining what I am doing and staying with the problem until the person can move forward.

Through Technomancy IT, I own client systems and direct support, including on-call needs. For Excell Services in Wray, I modernized legacy servers, employee computers and networks, implemented Windows Server, Active Directory and VPN connectivity, and helped bring a satellite location online. I also found wasted network costs and secured a one-time $15,000 CenturyLink refund. It was practical work across endpoints and the infrastructure behind them.

At Everon, I supported business networks, systems and endpoints directly with owners and end users. My experience includes Windows and Mac client protection, Microsoft 365 administration and diagnostic tooling. At Office Evolution, I connected provisioning, onboarding and service operations across locations, working with the CEO and CIO to make systems fit how people worked.

During five years at FRII, I ran the NOC, handled engineering escalations, built tools for hosting and colocation support teams, worked on recovery and upgrades, and ran SOC 1 and SOC 2 audits. Later, I held sole systems-engineering responsibility for about a year. That work reinforced careful changes, useful operating procedures and involving the right specialist.

I have also provided full-stack engineering and DevOps support alongside a client's data-science and AI team. I enjoy learning how another person's work fits together so I can support it well. I would bring that curiosity, hands-on troubleshooting and steady ownership to CVMBS. The complicated parts of technology should not have to become everyone else's job.

Chad