

Maksym Zadvorkin

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Application - IT Technician, VIAGEM a.s.

Dear Mr. Dostal,

I am applying for the IT Technician position in Karlín. I finished my MSc in Computer Science this year and I am looking for my first full-time role in IT - one where I am the person colleagues come to when the technology stops working.

For the last two years I worked in technical support on a live software product: taking user requests in a ticket system, working out what was really happening on a Windows machine - installation, configuration, printing, applications, connection problems - and either fixing it or escalating it to developers with steps they could repeat. Before that, and alongside it, I spent five years testing every new build of the same product across several Windows versions. Reading logs to find the cause and not giving up at the first error message is the part of that work I am best at.

Hardware is something I handle myself: I build and maintain my own machines, replace components, and set a system up from a clean install through to the software a person actually needs. Networking basics - LAN and Wi-Fi, IP addressing, DHCP, DNS, cabling - come from my degree and from fixing my own setup. I work in Google Workspace, and keeping equipment records is something I treat as part of the job rather than paperwork. Python is my main language and I write my own scripts and bots because I need them, which is also why I am interested in a company that builds its own internal system and uses AI in it.

I should be straightforward about two gaps. I have not administered user accounts in Active Directory in a professional setting - you write that this is fine if I want to learn it, and it is the first thing I would want to take on. And my Czech is at beginner level, with courses starting; I speak Ukrainian and Russian fluently and read technical documentation in English. I know that supporting colleagues makes language matter, and I am not going to pretend otherwise.

I live in Prague and hold EU temporary protection, so no work permit or sponsorship is needed, and I can start immediately. I would be glad to come and meet you in person.

Kind regards,

Maksym Zadvorkin