Chad Koslovsky

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IT Product Administrator II | City of Boulder

Cover letter

Hi City of Boulder hiring team,

At Office Evolution, the front desk was getting questions about things like Wi-Fi passwords, but answering them often meant handing the problem to IT. I built a tool that let receptionists reset passwords and troubleshoot from the front desk. Behind it, I used Node.js to automate network setup and built centralized tools that connected CRM, customer onboarding and provisioning. I worked with the CEO and CIO as well as the people who needed these tools in their day-to-day work.

I've kept doing that kind of work at Technomancy IT. I build applications that connect support requests, customer records, scheduling and billing, and I support Azure and Microsoft environments for managed clients. Designing what each customer can see or change matters as much as making the workflow convenient. When something goes wrong, I'm also one of the people clients call.

What interests me about the City's Public Services team is that the work doesn't end at configuring an application. Staff need to know what changed, how to test it and who can help if a release interrupts their work. I learned to document those steps while running escalations and supporting billing and web services at Front Range Internet. My background is in managed services and business applications rather than municipal systems. I'd bring that hands-on experience and learn how your staff use the City's platforms before proposing changes.

Thanks,
Chad Koslovsky