

Keith Roberts, Director of Technology
Center Cass School District 66
699 Plainfield Road
Downers Grove, IL 60516



To: Dr. Andrew Wise

From: Keith Roberts

Date: January 30th, 2026

Re: Recommendation to Hire Olivia Mitchell as Help Desk Technician

I am pleased to recommend Olivia Mitchell for the Help Desk Technician position. She has experience in both technical and customer service roles, and possesses many of the qualities we are looking for in a Help Desk Technician. During the interview process, Olivia demonstrated excellent communication skills, eagerness to learn, and a strong understanding of technical concepts. Her responses reflected thoughtfulness and a strong work ethic. Olivia is ready to step into this role and begin helping our staff and students.

Sincerely,

Keith Roberts
Director of Technology
Center Cass School District 66