**CAI Contact**

Patricia Bowler

Phone:

Email ID:

**<Candidate Name>**

### Skills

Please use this table to list the skills noted in the **Required/Desired** section of the requirement. In addition, please respond with the years of experience for each skill **and** the last time each skill was used. Add or delete rows as necessary.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Skill | Required | years req | Years Used | Last Used |
| Strong Customer Service skills with a Customer First attitude | Required | 5 |  |  |
| Experience in working with request/incident tracking and reporting tools. | Required | 5 |  |  |
| Extensive skills and experience with Windows environments (Server/Enterprise OS), Microsoft Products (Office Suite, Visio, Project, etc.). | Required | 5 |  |  |
| Proven track record of completing technical solutions, enhancements, and projects. | Required | 5 |  |  |
| Experience in root cause analysis, remote support tools, and networking fundamentals. Technical writing a plus. | Required | 3 |  |  |
| System administration of Ivanti Endpoint Manager or a similar client management solution (MECM, PDQ, Flexera, ManageEngine, etc.). | Required | 3 |  |  |
| Working knowledge of the Power Platform (PowerBI/PowerAutomate), Powershell, SQL, strongly preferred. | Highly desired | 3 |  |  |
| Knowledge of security vulnerability tracking, remediation, risk-based escalation, CVEs, etc. | Highly desired | 3 |  |  |