**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** |
| Demonstrated service management skills. | Required | 10 |  |  |
| Knowledge and experience with identity management tools. | Required | 10 |  |  |
| Knowledge and experience with single sign-on tools. | Required | 10 |  |  |
| Understanding of best practices in service management including contract and vendor management. | Required | 10 |  |  |
| Proven ability to manage delivery of the service with Service and Operational Level Agreements. | Required | 10 |  |  |
| Demonstrated ability to adequately plan and meet delivery objectives and maintain adequate service levels in a highly dynamic, complex environment. | Required | 10 |  |  |
| Excellent verbal and writing skills, along with the ability to develop and effectively communicate complex technology concepts and materials to a dive | Required | 10 |  |  |
| Experienced in creating and managing budgets. | Required | 10 |  |  |
| Demonstrated ability to develop and maintain good customer working relationships | Required | 10 |  |  |
| Demonstrated ability to work with all levels of management, customers, and vendors. | Required | 10 |  |  |
| Understanding of outsourcing contracts and the service delivery management implications. | Required |  |  |  |
| Experience in enterprise security and maintaining compliance per security standards. | Required |  |  |  |
| Experience with Client/Stakeholder management and preparation of proposal / technical presentations is required. | Required |  |  |  |
| Previous service delivery experience | Highly desired |  |  |  |
| College degree in Information Technology or an associated discipline. | Highly desired |  |  |  |
| ITIL certification | Highly desired |  |  |  |
| Experience in the State and Local government managed services | Highly desired |  |  |  |
| Knowledge of Information Technology security standards such as SEC530 | Highly desired |  |  |  |
| Knowledge of NIST SP 800-63-4 | Highly desired |  |  |  |