**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.

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| --- | --- | --- | --- | --- |
| **Skill** | **Required** | **years req** | **Years Used** | **Last Used** |
| Respond to and direct help desk tickets to other technicians for resolution | Required | 2 |  |  |
| installation and troubleshooting of PCs, printers, iPhones and software | Required | 2 |  |  |
| Daily inspections of server room and data closets | Required | 1 |  |  |
| Manage backup tape rotation and cases for offsite pickup | Required | 1 |  |  |
| Some Previous experiencing supporting Active Directory, DNS, DHCP, group policy and VPN | Required | 1 |  |  |
| Perform network jack activation for correct VLAN | Required | 2 |  |  |
| Basic customer training and support on Mitel phone operations. Prefer MiTel, but will accept experience with other phone systems. | Required | 1 |  |  |
| Weekly review of all outstanding Help Desk tickets and notify DCLS Team Lead of overdue tickets | Required | 1 |  |  |
| Experience with MS Office tools such as MS Word, Excel, Visio and Project. Must be able to prepare technical documentation using these and other tools | Required | 1 |  |  |
| Strong presence, professional image, and ability to deal confidently with technical matters | Desired | 聽 |  |  |
| Excellent verbal and written communications skills | Desired | 聽 |  |  |
| Highly motivated, self-sufficient and able to work well independently | Desired | 聽 |  |  |
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