**CAI Contact**

*Nicole Walker*

*PHONE:*

*EMAIL:*

<**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/Desired | Years of Experience | Years Used | Last Used |
| In-depth experience with SharePoint | Required | 10 |  |  |
| Experience with Active Directory | Required | 10 |  |  |
| Extensive experience with SharePoint security groups | Required | 10 |  |  |
| Experience with ServiceNow | Required | 10 |  |  |
| Strong written and verbal communication skills, including ability to guide and troubleshoot customers issues through resolution. | Required | 10 |  |  |
| Ability to be proactive and work independently | Required | 10 |  |  |
| Microsoft Suite experience (e.g., Outlook, Word, Excel, PowerPoint, Teams) | Required | 10 |  |  |
| Proven experience writing clear and concise help documentation for common problems | Required | 10 |  |  |
| Understanding of NCDOT transportation life cycle business processes | Highly desired | 3 |  |  |
| Ability to work with customers at different levels of the department as well as external customers. | Required | 10 |  |  |
| Experience with NCID | Highly desired | 3 |  |  |
| Experience with NCDOT | Desired | 3 |  |  |
| Familiarity with GIS, ProjectWise or HiCAMS | Nice to have | 3 |  |  |
|  |  |  |  |  |
|  |  |  |  |  |

Employment History