**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 |
| Skill Required / Desired Amount of Experience IT Support, troubleshoot, servicing and deploying computers, Cisco telephone/network, laptops, pri | Required | 2 |  |  |
| Active Directory or NCID Administrator for onboarding and offboarding. Setting up email accounts. MS365 experience. Assist with passwords and resets. | Nice to have | 2 |  |  |
| First point of contact for troubleshooting and repairs. Excellent customer service, verbal and written communication skills needed. | Required | 1 |  |  |
| Use of an IT Ticketing System like ServiceNow to resolve requests and document work. | Nice to have | 1 |  |  |
| Provide telephone system support for DHB staff including deploying phones to offices and conference rooms. Assist network and server teams as needed. | Nice to have | 6 |  |  |
| Deploy IT equipment, laptops and peripherals for DHB Staff on campus. We have three worksites that we provide IT support coverage for. | Required | 6 |  |  |
| Inventory Management of Hardware, laptops, tablets, network equipment, servers and cell phones. | Nice to have | 1 |  |  |
| Be able to assist our DHB users through the successful completion of their IT issue by moving the issue through any of the 4 levels of IT Support | Required | 1 |  |  |
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Employment History