**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** |
| Basic knowledge on setup, configuration, and maintenance of PC desktops, laptops, and related peripheral devices (printers, scanners, etc.). | Required | 3 |  |  |
| Basic knowledge of supporting Windows Operating System, Microsoft Office suite, Internet Web Browsers, Anti-Virus Software, and various software. | Required | 3 |  |  |
| Basic knowledge with setup, configuration, and troubleshooting of mobile devices. | Required | 3 |  |  |
| Basic experience with the setup and support for IT presentations utilizing equipment and software. | Required | 3 |  |  |
| Basic experience with IT inventory control and reporting. | Required | 3 |  |  |
| Basic experience with IT staff training via in person or electronic media. | Required | 3 |  |  |
| Basic experience with analog and digital phone configuration and troubleshooting. | Required | 3 |  |  |
| Working knowledge and experience with computer application installation, administration, and training. | Required | 3 |  |  |
| Possesses professional and courteous attitude with customers, team members, and support vendors with the ability to communicate clearly & effectively. | Required | 3 |  |  |
| Possesses excellent problem solving skills and has the ability to utilize available resources to assess/resolve problems in a timely manner. | Required | 3 |  |  |
| Possesses the ability to create IT documentation on technical issues and provide solutions that are easy to understand. | Required | 3 |  |  |
| Ability to lift up to 50 lbs. and able to perform repetitive motion to include standing, sitting, reaching, lifting, walking, bending, and climbing. | Required | 3 |  |  |
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