**CAI Contact**

### *Name* : Wilson, Joanne

### *Phone*

*Email*

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 |
| Ability to diagnose and resolve technical issues efficiently. This includes analytical skills to evaluate problems and implement effective solutions. | Required | 3 |  |  |
| Ability to explain technical concepts in simple terms to non-technical users. | Required | 3 |  |  |
| A strong focus on customer service is essential, as the role involves interacting with users who may be frustrated or anxious. | Required | 3 |  |  |
| Hands-on experience in a help desk or technical support role and experience with ticketing systems such as Service Now. | Required | 3 |  |  |
| The ability to prioritize tasks, manage time effectively, and maintain detailed records of issues and resolutions. | Required | 3 |  |  |
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