**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 |
| Bachelor’s degree in Information Technology, Computer Science, Healthcare IT, or related field; or an equivalent combination. | Required |  |  |  |
| 5 years in IT support | Required | 5 |  |  |
| 2 years in a supervisory or management role. | Required | 2 |  |  |
| Expert in ticketing systems (e.g., ServiceNow), Microsoft technologies, remote desktop tools, and incident management practices. | Required | 2 |  |  |
| Familiarity with modules like clinical documentation, orders, results review, medication administration, and patient registration. | Required |  |  |  |
| Knowledge of clinical processes and healthcare environments. | Required |  |  |  |
| Experience supporting Epic EHR and other clinical systems in a healthcare setting. | Required | 2 |  |  |
| Knowledge of ITIL framework and service management best practices. | Highly desired |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |

Employment History