**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.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Skill** | **Required** | **years req** | **Years Used** | **Last Used** |
| Working knowledge of and experience with Windows 10 and Windows 11 operating systems | Required | 4 |  |  |
| Recent experience in a full-time Help Desk/Technical Support position 4+ | Required | 4 |  |  |
| Experience and proficiency using an Endpoint Management System 4+ | Required | 4 |  |  |
| Experience and proficiency using a Workstation Imaging Solution 4+ | Required | 4 |  |  |
| Experience and proficiency using a Service Management Ticketing System 4+ | Required | 4 |  |  |
| Experience and proficiency with Microsoft Office 365 applications 4+ | Required | 4 |  |  |
| Proven analytical and problem-solving abilities 4+ | Required | 4 |  |  |
| Excellent verbal and written communication skills 4+ | Required | 4 |  |  |
| Ability to work independently with minimal direction and as a team 4+ | Required | 4 |  |  |
| Ability to work effectively with end users, technical staff, and senior staff – providing exception customer service | Required | 4 |  |  |
| Experience with PowerShell scripting and/or SQL reporting | Desired | 4 |  |  |
| Experience with Symantec’s Altiris and/or Microsoft InTune | Desired | 4 |  |  |
| Experience with Ivanti Service Desk | Desired | 4 |  |  |
| Experience with Microsoft Deployment Toolkit | Desired | 4 |  |  |
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