**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.

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| --- | --- | --- | --- | --- |
| Skill | Required/Desired | Years of Experience | Years Used | Last Used |
| Diagnose and resolve hardware, and software issues. | Required | 3 |  |  |
| Assist users with technical problems via phone, email, or Microsoft Teams. | Required | 3 |  |  |
| Perform regular updates and maintenance on computer systems. | Required | 3 |  |  |
| Install and configure operating system and software applications. | Required | 3 |  |  |
| Set up and maintain hardware, including computers, printers, and peripherals. | Required | 3 |  |  |
| Create and update technical documentation and user guides. | Required | 3 |  |  |
| Track and manage support tickets, ensuring timely resolution. | Required | 3 |  |  |
| Provide training to users on new systems and software | Required | 3 |  |  |
| Escalate complex issues to higher-level support or specialized teams. | Required | 3 |  |  |
| High School or General Educational Development (GED) diploma and 1-5 years of experience in the information technology field related to the position | Required | 3 |  |  |
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Employment History