**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** | **years req** | **Years Used** | **Last Used** |
| • Serves as the primary contact and an escalation contact for DOT telephony services. | Required | 7 |  |  |
| • Basic telephony systems configuration, troubleshooting and responsible for generating reporting. | Required | 7 |  |  |
| • Provide training to non-technical users in the field on telephone systems. | Required | 7 |  |  |
| • Ability to research and consult on communication problems with other IT professionals. | Required | 7 |  |  |
| • Ability to organize and follow simple to moderately complex and/or detailed technical procedures. | Required | 7 |  |  |
| • Documenting process and procedures related to technical field support activities. | Required | 7 |  |  |
| • Demonstrates knowledge and a working experience with ServiceNow call tracking system. | Required | 7 |  |  |
| • Ability to effectively communicate with external partners (AT&T, CenturyLink, etc.) to provide guidance on infrastructure needs. | Required | 7 |  |  |