**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** |
| Bachelor’s degree in an Information Technology related discipline – work experience may meet this requirement in lieu of a degree at the hiring mana | Required |  |  |  |
| Knowledge of IT Service Management: Incident, Change, Service Request, and Asset Management. | Required |  |  |  |
| General working knowledge of MS 365 applications, including Word, PowerPoint, Excel, Outlook, Forms, SharePoint, Teams, Bookings. | Required |  |  |  |
| Experience leading meetings, collecting requirements, finding solutions, escalating issues, researching issues and solutions, and preparing comprehens | Required |  |  |  |
| Experience troubleshooting hardware and software –hands-on or from a service desk | Required |  |  |  |
| Demonstrated skills in creating professional communications to users. | Required |  |  |  |
| Must be able to write clear emails explaining technical issues and work toward solution and have the ability to follow up with user/district as needed | Required |  |  |  |
| Must have a basic understanding of various types of technology and the ability to research them to trouble shoot possible technical issues | Required |  |  |  |
| Demonstrated knowledge Virginia Information Technologies Agencies policies and processes regarding PC Refresh | Highly desired |  |  |  |
| Demonstrated success working as a team member and collaborating to achieve objectives. | Highly desired |  |  |  |
| Microsoft Office Specialist Certification -Associate or Above. | Desired |  |  |  |
| Knowledge of and previous experience with Virginia Information Technologies Agency (VITA) | Highly desired |  |  |  |
| Excellent project management skills and ability to manage multiple priorities | Desired |  |  |  |
| PC/Hardware experience | Required |  |  |  |
| Some level of desktop support experience and supporting a Windows 10environment | Desired |  |  |  |
| Hardware/software troubleshooting experience | Required |  |  |  |