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WORK FROM HOME TECHNICAL REQUIREMENTS

Applicants must supply and support their own computer hardware, software, and internet. The minimum technical requirements for working from home are outlined below.

PC Hardware:

- Windows PC preferred or Mac (no Chromebooks)
- 2.0 GHz Processor
- 3 GB of RAM
- 80 GB Hard Drive, 20 GB Available Free Space (specifications measured on the C:/ Drive)
- Sound card
- Computer with webcam technology
- A minimum of one USB port (USB version 2)
- Monitor 17 inches or greater
- Minimum Graphic Resolution: 1024 x 768 16 bit
- Modem (single-port or multiport)
- Full, standard-sized keyboard, with Function Keys (F1-F12) and number pad*
- Power Bar/Surge Protector
- USB Headset (combination of microphone and headset)

Full, standard-sized keyboard only required for Work From Home Customer Service Representatives and Work From Home Support Services Representatives

** Departments requiring use of Avaya telephone equipment may call for purchase/use of a gigabit router

PC Software

- Operating System: Windows 10 or macOS (newest version)
- Internet Browser: Internet Explorer 11 & Google Chrome (newest version)
- Current anti-virus/spyware software installed at all times
- Windows Media Player 12.0 or higher (for video and sound)
- Adobe Acrobat Reader 20 or higher

The latest version of Adobe Acrobat Reader is FREE at the Adobe site www.adobe.com. You can get the latest version of Windows Media Player for FREE from www.microsoft.com. The latest version of Google Chrome is free at www.google.com

Internet Service Requirements:

- Internet access provided by a cable or fiber provider
- DSL, satellite and wireless broadband is NOT permitted
- Minimum upload speed of 2 mbps
- Minimum download speed of 5 mbps

Maintaining an uninterrupted internet connection is a requirement of the Work From Home position. You may be asked to upgrade your existing service or switch providers to meet the job requirements.

Use of a personal Android or iPhone Smartphone for the purpose of authentication via the RSA SecurID App is PREFERRED.