**IT STAFFING SERVICES SOLICITATION UNDER  
DEPARTMENT OF INFORMATION RESOURCES  
IT STAFF AUGMENTATION CONTRACT (ITSAC)  
RFO DIR-CPO-TMP-**

**CANDIDATE REFERENCE**

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| --- | --- |
| Solicitation Number: | Title/Level: |
| Candidate Name: | Technology Type: |

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| --- | --- | --- | --- |
| **Reference Name** (Required): |  | | |
| **Title:** |  | | |
| **Company Name** (Required): |  | | |
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| **Phone Number** (Required include area code): | |  | |
| **E-mail Address:** |  | | |
| **Professional Relationship:** | | |  |

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|  | Peer |  | Co-Worker |  | Supervisor |

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|  | Customer |  | End-User |  | Subordinate |

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| **Reference Name** (Required)**:** |  | | |
| **Title:** |  | | |
| **Company Name** (Required)**:** |  | | |
|  | |  | |
| **Phone Number** (Required include area code): | |  | |
| **E-mail Address:** |  | | |
| **Professional Relationship:** | | |  |

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|  | Peer |  | Co-Worker |  | Supervisor |

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|  | Customer |  | End-User |  | Subordinate |

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| **Reference Name** (Required)**:** |  | | |
| **Title:** |  | | |
| **Company Name** (Required)**:** |  | | |
|  | |  | |
| **Phone Number** (Required include area code): | |  | |
| **E-mail Address:** |  | | |
| **Professional Relationship:** | | |  |

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|  | Peer |  | Co-Worker |  | Supervisor |

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|  | Customer |  | End-User |  | Subordinate |

**NOTE: ONLY INCLUDE THE INFORMATION REQUESTED ON THIS FORM. DO NOT INCLUDE ADDITIONAL INFORMATION.**

**CANDIDATE QUALIFICATIONS**

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| Solicitation Number: 529500995 | Title/Level: Systems Analyst 2 |
| Candidate Name: | Category: Applications/Software Development |

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| **Minimum Requirements:** Candidates that do not meet or exceed the **minimum** stated requirements (skills/experience) will be displayed to customers but may not be chosen for this opportunity. | | | |
| Actual Years Experience | Years Experience Needed | Required/ Preferred | Skills/Experience |
|  | 5 | Required | Strong ITSM Remedy, Service Now or any CRM Ticketing System Experience. |
|  | 5 | Required | Strong Database query languages (SQL PL/SQL) experience. |
|  | 5 | Required | Effectively communicate with non-technical audience to understand business needs and explain complex systems and technical topics in clear and concise manner. |
|  | 5 | Required | Skilled in performing tier 2/3 support including application knowledge of various root causing techniques, incident trend analysis, reporting the trends and recommending permanent solutions |
|  | 5 | Required | Strong verbal and written skills in communicating with peers and different levels of users. |
|  | 5 | Required | Skilled documenting processes. |
|  | 4 | Required | Skilled in performing remote support trough diagnostic techniques and pertinent information gathering. |
|  | 4 | Required | Strong skills assisting with unit testing. |
|  | 4 | Preferred | Experience working on projects utilizing agile project management methodologies. |
|  | 2 | Preferred | Experience with Health and Human services |

**CANDIDATE ACKNOWLEDGEMENT**

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| --- | --- |
| RFO: 445 Solicitation Number: 529500995 | Title/Level: Systems Analyst 2 |
| Candidate Name: | Category: Applications/Software Development |

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| I hereby authorize **Innosoul, Inc. dba Innosoul Information Technologies, Inc.** to submit my resume in response to the temporary staffing Solicitation 529500995 for **Texas Health and Human Services Commission**.  I understand that submission of my resume by multiple vendors may result in my disqualification from this opportunity. Customers reserve the right to hire a candidate submitted by multiple vendors.   Worker signature:  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_   Date:   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |