**IT STAFFING SERVICES SOLICITATION UNDER  
DEPARTMENT OF INFORMATION RESOURCES  
IT STAFF AUGMENTATION CONTRACT (ITSAC)  
RFO DIR-CPO-TMP-445**

**CANDIDATE REFERENCE**

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| Solicitation Number: 529401051 | Title/Level: Product Support Analyst 3 |
| Candidate Name: | Category: Technical Services, Help Desk and Operations |

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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)**:** |  | | |
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| **Phone Number** (Required include area code): | |  | |
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| **Professional Relationship:** | | |  |

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

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| **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: 529401051 | Title/Level: Product Support Analyst 3 |
| Candidate Name: | Category: Technical Services, Help Desk and Operations |

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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 |
|  | 8 | Required | (at least 3 years) Leadership of a help desk / service desk |
|  | 8 | Required | (at least 2 years) Experience developing process / training documentation |
|  | 8 | Required | (at least 2 years) Experience researching and resolving escalated problems, including the most complex and/or critical customer issues. |
|  | 2 | Preferred | Experience gathering and analyzing performance metrics |
|  | 2 | Preferred | Ability to guide knowledge transfer as staff roll off and on the service desk |

**CANDIDATE ACKNOWLEDGEMENT**

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| RFO: 445 Solicitation Number: 529401051 | Title/Level: Product Support Analyst 3 |
| Candidate Name: | Category: Technical Services, Help Desk and Operations |

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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 529401051 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:   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |