**IT STAFFING SERVICES SOLICITATION UNDER  
DEPARTMENT OF INFORMATION RESOURCES  
IT STAFF AUGMENTATION CONTRACT (ITSAC)**

**CANDIDATE REFERENCE**

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| Solicitation Number: 529501255 | Title/Level: Systems Analyst 3 |
| Candidate Name: | Category: Applications/Software Development |

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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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| --- | --- | --- | --- |
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| **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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| **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: 529501255 | Title/Level: Systems Analyst 3 |
| 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 |
|  | 8 | Required | Experience with ITSM and ITIL governance processes. |
|  | 8 | Required | Ability to think and act both strategically and tactically and know when to apply each type of action. |
|  | 8 | Required | Very strong communication skills: oral, written, presentation and facilitation. |
|  | 8 | Required | Technical understanding with ability to translate into business concepts. |
|  | 8 | Required | IT Service Management knowledge beyond theory. He/she has held roles which implement IT best practices. |
|  | 8 | Required | Credibility and trust; ideally has earned the respect of IT managers and other business managers at all levels. |
|  | 8 | Required | The ability to bring together and work with a team of people with varied backgrounds – business analysts, technical experts, process owners - to articulate and remedy service level issues. |
|  | 8 | Required | A good understanding of IT Outsourcing and Managed Services. |
|  | 8 | Required | Statistical, numerical and analytical principles and processes. |
|  | 8 | Required | Innovative thinking with service quality, and its improvement, within limits of costs and business direction. |
|  | 8 | Required | Adhere to Project Management best practices |
|  | 8 | Required | Experience with ITSM service tools, ServiceNow, and Remedy. |
|  | 5 | Preferred | Proficient in the use of Remedy On Demand |
|  | 4 | Preferred | IT Service Management certification ITIL V3 or V4 |
|  | 4 | Preferred | PMP Certification |
|  | 4 | Preferred | Business Process Engineering |
|  | 4 | Preferred | Technical Writing/Formal documentation skills |
|  | 4 | Preferred | Experience with ServiceNow in use with supporting external business partners. Experience with Cloud service provider AWS. |
|  | 3 | Preferred | Training experience |
|  | 1 | Preferred | Experience with ServiceNow security operations. Experience with DevOps tools (Jira, Gitlab, etc.) |

**CANDIDATE ACKNOWLEDGEMENT**

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| RFO: 445 Solicitation Number: 529501255 | Title/Level: Systems Analyst 3 |
| 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 529501255 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:   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |