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

**CANDIDATE REFERENCE**

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| Solicitation Number: 529601387 | Title/Level: Systems Analyst 2 |
| Candidate Name: | Category: Applications/Software Development |

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

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| **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: 529601387 | 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 | Ability to work proactively and reactively, collaborating with various teams to implement solutions and improve processes. |
|  | 5 | Required | Coordination and Collaboration: Work with various teams, including IT support, development, and operations, to gather information and expertise. |
|  | 5 | Required | Relies on limited experience and judgment to plan and accomplish goals. |
|  | 5 | Required | A certain degree of creativity, out of the box thinking, and latitude is required. |
|  | 5 | Required | Works under limited supervision with considerable latitude for the use of initiative and independent judgment. |
|  | 4 | Preferred | Understands business objectives and problems, identifies alternative solutions, performs studies and cost/benefit analysis of alternatives. |
|  | 4 | Preferred | Strong understanding of principles of Problem management, experience with applying various problem management methodologies and techniques. Implement strategies and processes to prevent problems from recurring, such as recommending permanent fixes, proces |
|  | 4 | Preferred | Experience with preventing recurring incidents by identifying, analyzing, and resolving the root causes of problems, ensuring IT service reliability and business continuity. |
|  | 4 | Preferred | Experience with Root cause analysis techniques help identify the underlying reasons behind problems, preventing recurrence and have experience with applying RCA methods such as 5-Whys, Fishbone diagrams, Fault Tree Analysis, FMEA, Pareto charts, and Chang |
|  | 4 | Preferred | Problem Identification: Identify and categorize problems based on their impact and urgency. |
|  | 4 | Preferred | Problem Investigation: Investigate problems to understand their root causes and impact. |
|  | 4 | Preferred | Solution Development: Develop and implement solutions, including temporary workarounds and permanent fixes. |
|  | 4 | Preferred | Problem Resolution: Ensure that problems are resolved within agreed-upon Service Level Agreements (SLAs). |
|  | 4 | Preferred | Problem Closure: Close problems after they have been resolved and documented. |
|  | 4 | Preferred | Communication: Keep stakeholders informed about the status of problems and solutions. |
|  | 4 | Preferred | Continuous Improvement: Monitor the effectiveness of implemented solutions and continuously seek ways to improve Problem Management processes. |
|  | 4 | Preferred | Familiar with standard concepts, practices, and procedures within a particular field. |
|  | 2 | Preferred | Strong understanding of ETL (Extract, Transform, Load) to extract, transform, and load data, enabling businesses to use data for analysis and decision-making, extracting data from various sources, such as databases, files, and cloud services. |
|  | 1 | Preferred | Bachelors or Master’s degree in relevant field is preferred. |
|  | 1 | Preferred | ITIL Certification is preferred |
|  | 1 | Preferred | Certification in Azure Data Factory (ADF) preferred |

**CANDIDATE ACKNOWLEDGEMENT**

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| RFO: 445 Solicitation Number: 529601387 | 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 529601387 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:   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |