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

**CANDIDATE REFERENCE**

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| Solicitation Number: 70125067 | Title/Level: Product Support Analyst 2  |
| 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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|  | 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: 70125067 | Title/Level: Product Support Analyst 2  |
| 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. |
| ActualYearsExperience | YearsExperienceNeeded | Required/Preferred | Skills/Experience |
|   | 7 | Required | Testing Methodologies and Tools: Proficiency in UAT processes, test plan creation, and familiarity with QA tools. |
|   | 7 | Required | Experience with system architectures, databases, and scripting languages to facilitate effective testing and troubles |
|   | 7 | Required | Exceptional working knowledge of testing tools/softwares (i.e. SQL, JIRA, Swagger, Postman, TOAD, etc) |
|   | 7 | Required | Knowledge of industry-specific domains:(i.e. Education, Data Standards, Texas Education Requirements, TEA, etc) |
|   | 5 | Required | Analytical Thinking: Strong problem-solving skills to identify, analyze, and resolve defects during testing/prod review |
|   | 5 | Required | The ability to meticulously examine test results, document findings, and ensure adherence to quality standards. |
|   | 5 | Required | Excellent communication skills to effectively work with cross-functional teams |
|   | 5 | Required | Prior experience in handling escalated support tickets or working in high-level technical support roles. |
|   | 7 | Preferred | Detail-oriented with a focus on quality standards. |
|   | 5 | Preferred | Technical knowledge of system architectures and scripting. |
|   | 5 | Preferred | Experience in automated testing frameworks. |

**CANDIDATE ACKNOWLEDGEMENT**

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| RFO: 445 Solicitation Number: 70125067 | Title/Level: Product Support Analyst 2 |
| 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 70125067 for **Texas Education Agency**.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:   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |