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

**CANDIDATE REFERENCE**

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| --- | --- |
| Solicitation Number: 2025C0017 | Title/Level: Support Technician 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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| --- | --- | --- | --- |
| **Reference Name** (Required)**:** |  | | |
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| **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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| **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: 2025C0017 | Title/Level: Support Technician 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. | | | |
| Actual Years Experience | Years Experience Needed | Required/ Preferred | Skills/Experience |
|  | 4 | Required | Experience with user assistance and support for application issues |
|  | 4 | Required | Experience with the Microsoft Suite of tools (Excel, Word, PowerPoint and Sharepoint) |
|  | 3 | Required | Experience with assisting in testing and troubleshooting software applications |
|  | 2 | Required | Communication skills, both verbal and written |
|  | 1 | Required | Experience attending requirements gathering sessions |
|  | 1 | Preferred | Experience with documenting processes |
|  | 1 | Preferred | Experience using SQL |
|  | 1 | Preferred | Candidates preferred who have a working knowledge of the following DFPS systems/programs (including but not limited to): IMPACT, PACES, ABCS, NEICE, Provider Portal, Salesforce, SSCC and Community Based Care |

**CANDIDATE ACKNOWLEDGEMENT**

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| RFO: 445 Solicitation Number: 2025C0017 | Title/Level: Support Technician 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 2025C0017 for **Texas Department of Family and Protective Services**.  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:   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |