**Request for Resume (RFR)**

**IT CONSULTING AND TECHNICAL SERVICES IDIQ**

**All Master Contract Provisions Apply**

**MD78SeniorHelpDeskSpecialistRFR102325**

# ATTACHMENT 1

# RFR RESUME FORM – Help Desk Specialist (Senior)

# MD78SeniorHelpDeskSpecialistRFR102325

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| --- |
| Instructions: Enter resume information in the fields below; do not submit other resume formats. Submit only one resume per the Labor Category described in Section 1 of the RFR.  |
| Labor Category:  | *Help Desk Specialist (Senior)* |
| Candidate Legal Name: |  |
| Master Contractor:  |  |
| **Are any relatives or family members working at MHBE (Yes/No)?** **If yes, who and what is the relationship?**  |  |

1. **Education / Training**

|  |  |  |  |
| --- | --- | --- | --- |
| Institution Name / City / State | Degree / Certification | Year Completed | Field Of Study |
|  |  |  |  |
|  |  |  |  |
| <add lines as needed> |  |  |  |

1. **Relevant Work Experience**

Describe work experience relevant to the Duties / Responsibilities and Minimum Experience / Knowledge / Skill described in Section 3 of the RFR. Start with the most recent experience first; do not include non-relevant experience.

|  |  |
| --- | --- |
| **[Organization]****[Title / Role]****[Period of Employment / Work]****[Location]****[Contact Person (Optional if current employer)]** | *Description of Work…* |
| **[Organization]****[Title / Role]****[Period of Employment / Work] [Location]****[Contact Person]** | *Description of Work…* |
| <add lines as needed> |  |

1. **Employment History**List employment history, starting with the most recent employment first

|  |  |  |  |
| --- | --- | --- | --- |
| Start and End Dates | Job Title or Position | Organization Name | Reason for Leaving |
| <add lines as needed> |  |  |  |

1. **References**List persons the State may contact as employment references

|  |  |  |  |
| --- | --- | --- | --- |
| Reference Name | Job Title or Position | Organization Name | Telephone / Email |
| <add lines as needed> |  |  |  |

**Labor Category Personnel Resume Summary**

**(Attachment 1 Continued)**

\*“Candidate Relevant Education” and “Candidate Relevant Experience” sections must be filled out. Do not enter “see resume” as a response.

|  |  |
| --- | --- |
|  **Proposed Individual’s Name/Company:** | **How does the proposed individual meet each requirement?** |
| **LABOR CATEGORY TITLE –** Help Desk Specialist (Senior) |
|  **Qualification** | **Candidate Relevant Education \*** |
| **Education**Bachelor’s degree from an accredited college or university in Engineering, Computer Science, Information Systems, Business, or other related disciplines, or equivalent.  |  |
|  **Minimum Qualifications** | **Candidate Relevant Experience \*** |
| A minimum of seven (7) years of experience in an enterprise IT environment supporting computer hardware, software, and/or enterprise applications. |  |
| A minimum of three (3) years of experience using JIRA, Service now or other help desk ticketing applications. |  |
| A minimum of three (3) years of experience supporting Lan, Switching, and Wireless Access Points (WAP) or related. |  |
| A minimum of three (3) years of experience managing enterprise antivirus solutions. |  |
| Proficiency in using MS Active Directory, Microsoft Windows Server, MS Office Suite products, Enterprise Application and experience with Google Suite. |  |
| Experience supporting desktop and laptop operating systems using Windows 11, Linux and MAC OS. |  |
| Experience managing Multi-Function-Printers such as Lexmark/HP/Canon/Konica etc. |  |
| Experience in network technologies such as LAN and WAN, network protocols such as TCP/IP, UDP, and DHCP, and network devices like routers, switches, firewalls, or servers. |  |
| Possesses excellent communication skills to handle a diverse team of stakeholders requesting technical support tactfully. |  |
| Ability to learn new technical concepts quickly and stay abreast of current trends. |  |
| Ability to lift and carry desktop equipment such as laptops, computers, and monitors. |  |
| Ability to work collaboratively with various technical teams, business users, managers, and other non-technical staff. |  |
|  **Preferred Qualifications** | **Candidate Relevant Experience \*** |
| A minimum of five (5) years of experience directly related to supporting help desk operations of an organization with more than one hundred (100) staff. |  |
| A minimum of five (5) years of experience managing Active Directory Environment or Servers. |  |
| Experience as a Service Desk Administrator of JIRA or other similar products. |  |
| Experience with using ServiceNow IT Service Management suite or equivalent. |  |
| Possess Dell Laptop and Desktop certification. |  |
| Possess Dell Certified Systems Expert (DCSE) Certification. |  |
| Possess Apple Certified Support Professional (ACSP) 10.10 Certification or a minimum of three (3) years of experience supporting Mac OS/Apple systems in enterprise active directory environments. |  |
| Possess Microsoft Certified Solutions Expert certification or a minimum of five (5) years of experience managing an Active Directory environment. |  |
| Possess Cisco Certified Network Associate (CCNA) or Juniper Certifications. |  |
| Possess any Endpoint Protection Certificate or hands-on experience managing McAfee EPO or similar encryption Tools. |  |
| Experience working with the Project Management Office (PMO) processes, policies, and procedures. |  |

The information provided on this form for this labor category is true and correct to the best of my knowledge:

**Master Contractor Representative:**

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Print Name Signature Date

**Proposed Candidate:**

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Print Name Signature Date

***Instruction: Sign each form.***

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