# REQ 72466 and 72476– Advanced Education - Application Help Desk Analyst Strategic and Corporate Services (2018-066-775)

# Directions (please read)

For **each** Mandatory Requirement and Desirable Skill or Attribute, unless otherwise requested, provide:

* The client work was performed for as well as the dates (month and year) and duration of the engagement
* A list of the project(s) and/or role(s) in which the candidate’s experience was obtained. Include a brief overview of the project/role and an achievement or result(s) specific to the requirement.
* A reference to the candidate’s resume where additional information pertaining to the requirement can be found.

Refer to the example responses below. Candidate responses should explicitly address the requirement and be structured as per the **Quality Response** table below. Avoid responses similar to those in the **Poor Responses** table.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **Quality Response example provided for you to review before composing your responses to actual questions starting Page3** | | | |
| **Requirement** | | **Required Experience** | **Candidate Claimed Experience (years or project)** | **Candidate Response \*\*** |
| **M1** | Experience managing a minimum of three projects for an organization of equivalent size and complexity to the Government of Alberta. | 3 projects | 3 projects | Senior resource with 8 years of experience as a Senior Project Manager obtained from the following projects:  **ABC COMPANY: DEF Project, Senior Project Manager, December 2011- December 2014 (3 years).**  Project 1   * Brief overview of the project/role and the project budget. * Achievement or results pertaining to the requirement. * Reference to candidate resume where additional information pertaining to the requirement can be found.   **XYZ COMPANY: Senior Project Manager, November 2007-November 2011 (5 years).**  Project 1   * Brief overview of the project/role and the project budget. * Achievement or results pertaining to the requirement. * Reference to candidate resume where additional information pertaining to the requirement can be found.   Project 2   * Brief overview of the project/role and the project budget. * Achievement or results pertaining to the requirement. * Reference to candidate resume where additional information pertaining to the requirement can be found. |

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| --- | --- | --- | --- | --- | --- |
|  | |  | | | Poor Responses Example |
| Requirement | | Required Experience | Candidate Claimed Experience (years or project) | Candidate Response (Poor Responses – Risk Failure) | |
| M1 | Experience managing a minimum of three projects for an organization of equivalent size and complexity to the Government of Alberta. | 3 projects | 10 years | Senior resource with 10 years of experience. Company A: Mar.2011 to Jan. 2014 Company B: Nov 2001 to Feb. 2011 | |
| M1 | Experience managing a minimum of three projects for an organization of equivalent size and complexity to the Government of Alberta. | 3 projects | 300 months | 25 years as a project manager working on a variety of projects across several sectors. | |
| M1 | Experience managing a minimum of three projects for an organization of equivalent size and complexity to the Government of Alberta. | 3 projects |  | See E2 above. | |
| M1 | Experience managing a minimum of three projects for an organization of equivalent size and complexity to the Government of Alberta. | 3 projects | All projects | Refer to resume, pages 2, 3, 4, 5. | |

**REQ 72466 and 72476 – Advanced Education - Application Help Desk Analyst Strategic and Corporate Services (2018-066-775)**

**Candidate Name :**

**Mandatory Requirements**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  |  | **\*Minimum Experience** | **\*Candidate Claimed Experience (years)** | **\*\*Candidate Response** |
| M1 | The proposed resource must meet or exceed one of the following:   * University degree in Information Technology (IT), Business Management or a related discipline & 1-yr related experience;   OR   * 2-yr diploma in IT, Business Management or a related discipline & 3-yr related experience;   OR   * 1-yr certificate in IT, Business Management or a related discipline & 4-yr related experience; | 1 year |  |  |
| M2 | Experience working directly with clients, and coordinating with both external and internal business areas to ensure communications are relayed to all parties. | 4 years |  |  |
| M3 | Experience on supporting multiple applications for various stakeholders at one time | 4 years |  |  |
| M4 | Experience as an Application Help Desk analyst working with external stakeholders, and providing assistance, troubleshooting, training to inquiries in large-scale enterprise applications (information on applications supported must be included in claimed experience) | 4 years |  |  |
| M5 | Experience working with Microsoft Office suite of tools. | 4 years |  |  |
| M6 | Experience in utilization of any of the following Help Desk software or equivalency:  • BMC Remedy  • Cherwell  • MS Team Foundation Server  • Rational ClearQuest  • HEAT, etc.  PLEASE DESCRIBE THIS EXPERIENCE IN THE RESUME. | 4 years |  |  |
| M7 | Experience in user identity verification processes, and maintaining users IDs, passwords and accounts’ permission levels for business applications. | 4 years |  |  |
| M8 | Available for in person interview in Edmonton. | YES/NO |  |  |
| M9 | Resource must be available to write an ONLINE pre-qualification exam on Nov 23, 2017 between at 9:00am - 1:00pm MT & must pass the exam to be considered for this requisition. | YES/NO |  |  |
| M10 | Have received and read "REQS 72466 & 72476 EXAM DOCUMENT" | YES/NO |  |  |

**Desirable Skills and Attributes**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  |  | **\*Minimum Experience** | **\*Candidate Claimed Experience (years or project)** | **\*\*Candidate Response** |
| D1 | Experience supporting web-based systems with knowledge of various internet browsers, including but not limited to: Internet Explorer, Google Chrome, Firefox, and Safari. | 1 year |  |  |
| D2 | Experience in planning/performing/monitoring User Acceptance testing | 1 year |  |  |
| D3 | The ability to manage stress - Enter 0 - This is an EVALUATE IN INTERVIEW requirement. | 0 |  |  |
| D4 | The ability to manage conflict. - Enter 0 - This is an EVALUATE IN INTERVIEW requirement | 0 |  |  |
| D5 | Excellent verbal and written communication skills and the ability to interact professionally with a diverse group. - Enter 0 - This is an EVALUATE IN INTERVIEW requirement. | 0 |  |  |
| D6 | Ability to learn quickly, problem solve/troubleshoot, work independently and in a team. - Enter 0 - This is an EVALUATE IN INTERVIEW requirement. | 0 |  |  |
| D7 | Experience providing end user operational system support, including data collection, data editing, data validation and data conversion. | 1 year |  |  |
| D8 |  |  |  |  |
| D9 |  |  |  |  |
| D10 |  |  |  |  |
| D11 |  |  |  |  |
| D12 |  |  |  |  |
| D13 |  |  |  |  |
| D14 |  |  |  |  |
| D15 |  |  |  |  |
| D16 |  |  |  |  |
| D17 |  |  |  |  |

\* A higher score is awarded in evaluation for demonstrated experience exceeding the minimum for ‘Mandatory Requirements’ and ‘Desirable Skill and Attributes’

Answers provided by candidates to questions posed during the interview phase of the selection process are used to validate claims made in the written response and therefore may contribute to the final scoring.  The GoA may conduct reference checks of proposed candidates.  The GoA may contact references, including references other than those submitted by the proposed candidate.  The proposed candidate may be rejected if, in the opinion of the GoA, the proposed resource receives unsatisfactory references.

**Resource References**

Three references, for whom similar work has been performed should be provided with response or must be provided within one (1) Business Day, upon written request. The most recent reference should be listed first.

Reference checks may or may not be completed to assist with scoring of the proposed resource.

The Department reserves the right to contact the stated and other references without providing prior notification to the Pre-Qualified Contractor.

**Reference #1:**

|  |  |
| --- | --- |
| Client Organization: |  |
| Contact Person: |  |
| Contact Role |  |
| Street Address: |  |
| Telephone #: |  |
| Email Address: |  |

**Reference #2:**

|  |  |
| --- | --- |
| Client Organization: |  |
| Contact Person: |  |
| Street Address: |  |
| Contact Role |  |
| Telephone #: |  |
| Email Address: |  |

**Reference #3:**

|  |  |
| --- | --- |
| Client Organization: |  |
| Contact Person: |  |
| Contact Role |  |
| Street Address: |  |
| Telephone #: |  |
| Email Address: |  |