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| Job Title: | IN-DCS-Help Desk Support | **Region :** | State of Indiana |
| Position Type: | Contract | Job Code/ Req#: | 756490 |
| Location: | Remote  **Worksite Address:**  500 N. Meridian Street  Indianapolis, IN 46204 | **Agency Interview**  **Type:** | In person only |
| **Req. Status:** | Open | **Start Date:** | 02/24/2025 |
| **Expenses Allowed** | No | **End Date:** | 06/30/2025 |
| **No.of Openings** | 1 | **No New Submittals After :** | 02/18/2025 |
| **Max.Submmitals by Vendor Opening :** | 1 | **Send Resumes to :** | resumes@taurusbiz.com |
| **Level/Salary Range :** | $28/hr on C2C |  |  |
| **Requisition Description** | | | |
| **Short Description:** Exhibit proficient listening abilities while engaging in daily communication with Child Welfare and system development personnel to resolve software related issues through research, analysis and solution formulation.  **Complete Description:**  **Purpose of Position/Summary:**  Exhibit proficient listening abilities while engaging in daily communication with Child Welfare and system development personnel to resolve software related issues through research, analysis and solution formulation. Demonstrate the capacity to write clearly and succinctly tailoring information for diverse audiences. Maintain, organize and track documentation related to software systems effectively.  Provide comprehensive support for the Statewide Automated Child Welfare Information System (SACWIS) possessing a robust understanding of its functionalities. Be well versed in the data relationships within SAWCIS applications, offering precise guidance to users for accurate data entry.  Understand and support child welfare policies, procedures and practices to assist users in documenting federal Titel IV-FC requirements, Adoption and Foster Care Analysis and Reporting system (AFCARS) requirements, and National Child Abuse and Neglect Data System (NCANDS) requirements.  Manage software security tasks, including the creation and maintenance of user profiles, ID, and passwords while ensuring appropriate security measures for system functions.  Deliver software support to both internal and external clients via telephone, email and Microsoft Teams, addressing daily production issues with the SACWIS environment.  Prioritize and plan work activities, analyze and troubleshoot customer inquiries regarding software applications and communicate effectively with both technical and non-technical stakeholders.  Adhere to the complete software development life cycle, including documentation of business needs analysis, system analysis, functional and technical design, development, testing and production support.  **Required/Desired Skills**   |  |  |  |  | | --- | --- | --- | --- | | **Skill** | **Required /Desired** | **Amount** | **of Experience** | | Associates Degree or 3 plus years or experience | Required | 3 | Years | | Working knowledge of Microsoft Office (Outlook 365, Word and Excel); | Required | 5 | Years | | Prior customer service experience | Required | 5 | Years | | Knowledge of help desk ticketing systems | Required | 6 | Months | | Ability to identify and resolve problems using research techniques | Required |  |  | | Experience of Atlassian Jira, Confluence and Service Management tools | Required |  |  | | Ability to communicate effectively orally and in writing | Required |  |  | | Knowledge of Genesys phone systems | Highly desired |  |  | | Experience of Salesforce platform | Highly desired |  |  | | Software testing experience | Highly desired |  |  | | Experience providing first and  second tier help desk support | Highly desired |  |  |   **Questions:**   |  |  | | --- | --- | |  | **Description** | | **Question 1** | Absences greater than two weeks MUST be approved by CAI management in advance, and contact information must be provided to CAI so that the resource can be reached during his or her absence. The Client has the right to dismiss the resource if he or she does not return to work by the agreed upon date. Do you accept this requirement? | | **Question 2** | Please list candidate's email address. | | **Question 3** | Please list the city and state where candidate currently resides. | | **Question 4** | Resource must currently reside in the State of Indiana. Please confirm the resource understands this requirement. | | **Question 5** | Schedule will be remote. Working hours are Monday to Friday 8:00 AM to 5:00 PM, with 8 hour days. Do you accept this requirement? | | **Question 6** | Selected resource will be required to pass DCS specific background, and fingerprint checks. Please confirm the resource is comfortable with this requirement. | | **Question 7** | There will be additional background check and security training once hired on site. Do you accept this requirement? | | **Question 8** | On-site interviews, Microsoft teams acceptable for non-local candidates. Do you accept this requirement? | | **Question 9** | In person pickup of equipment, unless otherwise specified. Do you accept this requirement? | | **Question 10** | Engagement will continue/renew after 6/30/25, unless otherwise specified. Do you accept this requirement? | | | | |
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| **Reviewed By:** | Swathi G | **Date:** | 02/12/2025 |
| **Approved By:** | Ram S | **Date:** | 02/12/2025 |
| **Last Updated By:** | Swathi G | **Date/Time:** | 02/12/2025 |