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| **California Department of Managed Health Care** |
| **Office of Technology and Innovation – Technology Services Division** **Desktop Support Analyst (Information Technology Associate)** |
| **Statement of Qualifications (SOQ)** |

**Candidate Name:** <your name here>

**Date:** <date here>

**Please answer the following questions:**

**1. Please describe your experience working with internal and external customers and ensuring customer satisfaction when customers are working remotely; include what tools you used and how you used them to troubleshoot and resolve customer desktop issues remotely. If you have no experience, please state “No Experience”.**

<provide response narrative here>