**Operations Engineer - Mobility (CONSULTANT)**

**STATEMENT OF WORK**

Date: 3//13/2017

Requesting Agency: Department of Children and Families

Job Classification(s) Requested: 3.3 Systems Engineer 3

Number of Consultants Requested: One (1)

**LENGTH OF ASSIGNMENT**

Services to Start: within 45 days of date

Estimated Duration: 18 months

**AGENCY CONTRACT INFORMATION**

Contact Name and Number: Skip Burnham (860.723.7275)

Fax Number: 860.723.7277

E-mail Address: skip.burnham@ct.gov

Resumes will be accepted by: Electronic Mail Only

Resumes will be accepted until: Filled

**PROJECT AND RESOURCE JUSTIFICATION**

DCF INFORMATION SYSTEMS BACKGROUND

The Department of Children and Families depends on a core, mission-critical application, LINK, Connecticut’s Federally-reimbursed SACWIS (Statewide Automated Child Welfare Information System). Implemented in 1996, available on every desktop, and used by over 3,200 social workers, supervisors and managers, the application has been enhanced and modified continually to meet data capture and process functionality requirements driven by good child welfare case practice as well as State and Federal legislation and statute. The agency has committed resources to replace LINK with a modern system capable of meeting new federal CCWIS requirements as well as the agency’s ongoing goal of improving the safety, permanency and well-being of children in care.

Concurrently, the agency implemented a multi-faceted, agency-wide outcome measure improvement plan that specifically addresses each of the twenty-two (22) outcomes targeted for improvement driven by the Juan F. Consent Decree. A number of initiatives that comprise this improvement plan require the support of information technology.

DCF Information Systems provides technology expertise and services as well as an information systems infrastructure to the agency and its roughly 3,600 employees. DCF Information Systems strives to improve continually improving technology services that are cost-effective and of the highest effectiveness and quality.

This position is considered essential to support the agency's need for a reliable information systems infrastructure.

**STATEMENT OF WORK**

POSITION ROLE AND DELIVERABLES

The consultant will serve in the capacity of a technical systems engineer, participating in development and support of activities consistent with the technical architecture, in support of agency data needs. Specifically, the candidate will be responsible for participating in and supporting the design, development and operation of mobile data systems as part of our Comprehensive Child Welfare Information System (CCWIS).

The candidate will be expected to work with management, business users, systems developers, and operations to clarify project scope; generate and review documentation; develop prototype systems and processes; implement agreed upon systems; support and maintain existing solutions.

REQUIRED SKILLS AND EXPERIENCE

Refer to the State contracts for IT Professional Services Agreement (12PSX0251) for experience and skill requirements for the job classification 3.3 System Engineer 3 to fill the role of an Operations Engineer. In addition, the agency requires:

A minimum of four (4) years of prior experience demonstrating the following knowledge and skills:

* Experience and knowledge of mobile device management systems, deployment and distribution of devices, applications and policy.
* Provisioning, configuring, and deployment of new mobile devices to users located throughout Connecticut.
* Experience with Windows 10, Android and IOS mobile platforms.
* Coordinate and manage the build process for various mobile device solutions
* Engineering and developing new mobile-based capabilities
* User training on mobile device usage and connectivity
* Resolving user issues with respect to mobile devices, wireless plans, or connectivity
* Knowledge of tracing, monitoring and auditing systems
* Knowledge of information security best practices and implementation
* Work closely with application developers and business users to provide reliable systems
* Understands Information Technology Operations in a highly virtualized environment

It’s highly desirable that the candidate also have:

1. Experience with wireless networks