



TEXAS

Health and Human Services

Exhibit O, Job Descriptions

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EXHIBIT O, Job Descriptions**1.0 Tier 1 IT Service Delivery and Support Services (ITSDS)****1.1 Enterprise Service Desk (ESD) IT Support Specialist III***Job Description:*

The Information Technology Support Specialist III duties include software installations, troubleshooting/diagnosing complex hardware, software, accessibility barriers and network performance problems. Duties may be accomplished via telephone support calls or email communication. Maintain technical expertise on hardware, software, telephony, network configurations, assistive technology or peripherals using various methods (i.e. reviewing technical information, attending training, using self-paced learning, working with other technical support teams, etc.)

Monitors call trends to identify and resolve continuing problems or unusual situations. Participates in user acceptance testing prior to deployment of new hardware and software. Communicates on a complex level with others (internally and externally) to provide, exchange, or verify information, answer inquiries, address issues, or resolve problems or complaints. Train automation support staff on supported systems to enhance their troubleshooting skills. Prepare and update computer application programs (i.e. Helix templates). May oversee daily operations in the absence of Team Leads. The Systems Support Specialist III works under limited supervision, with considerable latitude for the use on initiative and independent judgment. Performs other duties required to support and maintain operations. May be required to workdays, evenings, weekends, holiday shifts (primarily skeleton holidays), and provide after hour support to meet demands of system support. Occasional statewide and local travel may be required. Maintain a regular and predictable work schedule.

Essential Job Functions:

- a. Answer HHS IT Enterprise Service Desk phone line between the hours of 7:00am - 7:00pm, Monday through Friday and troubleshoot technical problems for callers regarding agency hardware, software, telephony, and network issues, solving as many problems on first call as possible. (25%)

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- b. Create trouble tickets in the agency's problem tracking system on all calls received, including issues that must be referred to another IT support group for resolution. (25%)
- c. Verify and document caller's agency, phone number, email address, demographics, and collect other pertinent information related to the problem or issue that is reported. (20%)
- d. Perform daily, weekly, and monthly duties as assigned on a rotating basis. Duties can include tasks such as assigning problem tickets, change requests, and tasks to the appropriate resolver group in Helix; create problem tickets or change requests from the Helix platform ticketing system; follow-up on status of tickets assigned a 'Critical' priority in Helix; Send escalation notification emails to the resolver groups when customers call back or a request or problem ticket has breached established service levels.
- e. Be prepared to work any shift from 7:00am - 7:00pm Monday - Friday on a rotating basis or as needed; act as a mentor to new service desk agents; and act as backup to other service desk agents by performing their daily, weekly, monthly, and work their schedule when necessary. (10%)
- f. Monitors call trends to identify and resolve continuing problems or unusual situations. Keep current on known technical issues related to HHSC and DSHS (State Hospitals) agency systems and hardware deployments, troubleshooting tips, and broadcast announcements that impact service desk or has the potential to cause an increase in call volume. (10%)
- g. Attend meetings, training, and seminars as required. (5%)
- h. Complete additional tasks, projects, or special assignments upon request. (5%)

Registrations, Licensure Requirements or Certifications:

- a. A+ Certification Preferred
- b. Information Technology Infrastructure Library 4 Foundation; or Information Technology Infrastructure Library 5 Foundation preferred.

Knowledge Skills Abilities:

- a. At least 6-12 months prior experience in a customer service or technical support role where direct customer interaction by phone is the primary method for service delivery.
- b. Knowledge of information systems/technology processes and procedures.
- c. Knowledge of personal computers, printers, other peripheral equipment, Microsoft products, and other applicable software.

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- d. Knowledge of current technical troubleshooting techniques, including troubleshooting with assistive technology.
- e. Knowledge of customer service techniques.
- f. Knowledge of the call center/help desk environment is preferred.
- g. Knowledge of call-tracking software such as Remedy, ITSM Remedy, or Remedy OnDemand is required.
- h. Skill in creating and maintaining technical documentation.
- i. Skill and ability to translate technical information and be able to explain it to a non-technical audience in an appropriate manner.
- j. Skill and ability to obtain information from an individual about a technical problem when the caller is under stressful conditions.
- k. Skill and ability to exercise logic and reasoning to define problems, establish facts and draw valid conclusions; make basic decisions that support business objectives and goals.
- l. Ability to keep up with a heavy flow of email information as well as changes in hardware and software and provide current, accurate information to callers.
- m. Ability to perform research and retrieve information from computer systems, databases, and the Intranet/Internet. Ability to learn new and existing hardware and software.
- n. Ability to take direction, work well as part of a team, and work independently when needed.
- o. Ability to type a minimum of 45 WPM.
- p. Ability to adjust to and maintain a fast-paced workflow.
- q. Ability and flexibility to adjust work schedule(s) between 7:00am to 7:00pm is critical to the performance of this position.
- r. Normal auditory ability.
- s. Ability to sit 90% of the time while performing job functions.

Additional Information:

Ability and flexibility to adjust work schedule(s) between 7:00am to 7:00pm is critical to the performance of this position.

EXHIBIT O, Job Descriptions**1.2 DFPS Service Desk IT Support Specialist III***Job Description:*

The Information Technology Support Specialist III duties include software installations, troubleshooting/diagnosing complex hardware, software, accessibility barriers and network performance problems. Duties may be accomplished via telephone support calls or email communication. Maintain technical expertise on hardware, software, telephony, network configurations, assistive technology or peripherals using various methods (for example, reviewing technical information, attending training, using self-paced learning, working with other technical support teams, etc.) Monitors call trends to identify and resolve continuing problems or unusual situations. Participates in user acceptance testing prior to deployment of new hardware and software. Communicates on a complex level with others (internally and externally) to provide, exchange, or verify information, answer inquiries, address issues, or resolve problems or complaints. Trains automation support staff on supported systems to enhance their troubleshooting skills. Prepares and updates computer application programs (i.e. Helix templates).

May oversee daily operations in the absence of Team Leads. The IT Support Specialist III works under limited supervision, with considerable latitude for the use of initiative and independent judgment. Performs other duties required to support and maintain operations. May be required to workdays, evenings, weekends, holiday shifts, and provide after hour support to meet the demands of system support. Maintain a regular and predictable work schedule.

Essential Job Functions:

- a. Answer DFPS IT Customer Service Help Desk phone line between the hours of 7:00am - 8:00pm, Monday through Friday and 8:00am-5:00pm Saturday and Sunday, and troubleshoot technical problems for callers regarding agency hardware, software, telephony, accessibility barriers and network issues, solving as many problems on first call as possible. (25%)
- b. Create trouble tickets in the agency's problem tracking system on all calls received, including issues that must be referred to another IT support group for resolution. (25%)
- c. Verify and document caller's agency, phone number, email address, demographics, and collect other pertinent information related to the problem or issue that is reported. (20%)
- d. Perform daily, weekly, and monthly duties as assigned on a rotating basis. Duties can include tasks such as assigning problem tickets, change requests, and tasks to the appropriate resolver group in Remedy; create problem tickets or change requests from

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emails submitted to the HHS HELP mailbox in Outlook; follow-up on status of tickets assigned a 'Critical' priority in Helix; and send escalation notification emails to the resolver groups when customers call back, a request, or problem ticket has breached established service levels. Act as a mentor to new help desk agents; and act as backup to other help desk agents by performing their daily, weekly, monthly duties, and working their schedule when necessary. (10%)

- e. Monitor call trends to identify and resolve continuing problems or unusual situations. Keep current on known technical issues related to DFPS agency systems and hardware deployments, troubleshooting tips, and broadcast announcements that impact help desk or has the potential to cause an increase in call volume. (10%)
- f. Attend meetings, training, and seminars as required. (5%)
- g. Complete additional tasks, projects, or special assignments upon request. (5%)

Knowledge Skills Abilities:

- a. At least 6-12 months prior experience in a customer service or technical support role where direct customer interaction by phone is the primary method for service delivery.
- b. Knowledge of information systems/technology processes and procedures.
- c. Knowledge of personal computers, printers, other peripheral equipment, Microsoft products, and other applicable software.
- d. Knowledge of current technical troubleshooting techniques, including troubleshooting with assistive technology.
- e. Knowledge of customer service techniques.
- f. Knowledge of the call center/service desk environment is preferred.
- g. Skill in working with ACD call systems and computers.
- h. Knowledge of call-tracking software such as Remedy or ITSM Remedy, preferable, but not required.
- i. Skill in creating and maintaining technical documentation.
- j. Skill and ability to translate technical information and be able to explain it to a non- technical audience in an appropriate manner.
- k. Skill and ability to obtain information from an individual about a technical problem when the caller is under stressful conditions.
- l. Skill and ability to exercise logic and reasoning to define problems, establish facts and draw valid conclusions; make basic decisions that support business objectives and goals.

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- m. Experience with keeping up with a heavy flow of email information as well as changes in hardware and software and provide current, accurate information to callers.
- n. Experience performing research and retrieving information from computer systems, databases, and the Intranet/Internet.
- o. Experience conducting complex analysis of systems and procedures.
- p. Experience learning new and existing hardware and software.
- q. Experience taking direction, working well as part of a team, and working independently when needed.
- r. Experience adjusting to and maintaining a fast-paced workflow

1.3 TIERS IT/IEE Support Specialist III*Job Description:*

The Information Technology SS III will report to the TIERS/IEE Level 1 Service Desk Manager and will perform highly advanced technical support and customer service duties associated with the Texas Integrated Eligibility Redesign System (TIERS) and other eligibility applications. The Information Technology SS III will also be responsible for providing first-level investigation and diagnosis support to customers (e.g., HHSC Eligibility staff).

Gather pertinent information related to end user needs and accurately document in IT Service Management (ITSM) Helix. Perform security administration (e.g., password resets) functions for TIERS, State Portal, EWMS, and other eligibility applications. Performs software installations, troubleshooting/diagnosing complex hardware, software issues, accessibility barriers and network performance problems in support of HHSC Eligibility Systems (e.g., TIERS, State Portal, EWMS, and YourTexasBenefits). Duties may be accomplished via telephone support calls or email communication. Communicate effectively, both verbally and in writing, with internal and external audiences at various levels and abilities to provide, exchange, or verify information, answer inquiries, address issues, or resolve problems or complaints.

Maintain technical expertise on hardware, software, telephony, network configurations, assistive technology or peripherals using various methods (i.e., reviewing technical information, attending training, using self-paced learning, working with other technical

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support teams, etc.). Work under limited supervision, with considerable latitude for the use on initiative and independent judgment. Performs other duties required to support and maintain operations. May be required to workdays, evenings, weekends, holiday shifts (primarily skeleton holidays), and provide after hour support to meet demands of system support. Occasional statewide and local travel may be required. Maintain a regular and predictable work schedule.

Essential Job Functions:

- a. Performs in the HHSC IT eligibility system applications (e.g., TIERS, State Portal, Self Service Portal, YourTexasBenefits, and related systems). Troubleshoots/diagnoses complex hardware, software or accessibility issues in support of TIERS, State Portal, and YourTexasBenefits.
- b. Assists in interpreting service desk procedures, training fresh staff, and completing unit reports by request. Develop electronically accessible procedures and training manuals and conduct presentations and briefings as needed. Trains Help Desk support staff on supported systems to enhance their troubleshooting skills.
- c. Performs quality control measures to ensure proficient documenting of all steps taken on a ticket including all communication with the end users, to provide a timeline review of the issues being reported.
- d. Refers problems to specialized staff pursuant to escalation policy and follows up on pending problems.
- e. Communicates on a complex level with others (internally and externally) to provide, exchange, or verify information, answer inquiries, address issues, or resolve problems or complaints.
- f. Submits drafts of material and new/unusual situations for review and addition to technical manuals or guides.
- g. Prepares and updates computer application programs (i.e., Remedy OnDemand templates).
- h. Maintains technical expertise on hardware, software, network configurations, assistive technology and peripherals using various methods (i.e., reviewing technical information, attending training, using self-paced learning, collaborating with other staff).
- i. Monitors call trends to identify and resolve continuing problems or unusual situations. Identifies trends, training issues and recommend necessary corrective action to Service Desk Management.
- j. Utilizes two ticket system repositories, ITSM and PPM (Project and Portfolio Management Center) to track ticket progress and resolution. Provides end-users with ticket updates and enters pertinent information to better assist technicians with ticket resolution.

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- k. Coordinate system solutions with customers (e.g., TIERS Level II Service Desk staff). Monitor Service Desk agent's ticket routing timeliness to comply with established Service Desk procedures.
- l. Aids other entities of HHSC (e.g., HHSC IT applications, Infrastructure & Ops, Security, and AES) with program, automation or network issues. Participates in user acceptance testing prior to deployment of new hardware and software to confirm system functionality.
- m. Manages other duties as assigned including generating reports, attending workgroups, and coordinating unit activities. Oversee daily operations in the absence of Team Leads.

Registrations, Licensure Requirements or Certifications:

Information Technology Infrastructure Library 4 Foundation; or Information Technology Infrastructure Library 5 Foundation preferred.

Knowledge Skills Abilities:

- a. At least 6-12 months prior experience in a customer service or technical support role where direct customer interaction by phone is the primary method for service delivery.
- b. Knowledge of information systems/technology processes and procedures.
- c. Knowledge of personal computers, printers, other peripheral equipment, Microsoft products, and other applicable software.
- d. Knowledge of current technical troubleshooting techniques, including troubleshooting with assistive technology.
- e. Knowledge of customer service techniques.
- f. Knowledge of the call center/service desk environment is preferred.
- g. Skill in working with ACD call systems and computers.
- h. Knowledge of call-tracking software such as Remedy or ITSM Remedy, preferable, but not required.
- i. Skill in creating and maintaining technical documentation.
- j. Skill and ability to translate technical information and be able to explain it to a non- technical audience in an appropriate manner.
- k. Skill and ability to obtain information from an individual about a technical problem when the caller is under stressful conditions.

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- l. Skill and ability to exercise logic and reasoning to define problems, establish facts and draw valid conclusions; make basic decisions that support business objectives and goals.
- m. Experience with keeping up with a heavy flow of email information as well as changes in hardware and software and provide current, accurate information to callers.
- n. Experience performing research and retrieving information from computer systems, databases, and the Intranet/Internet.
- o. Experience conducting complex analysis of systems and procedures.
- p. Experience learning new and existing hardware and software.
- q. Experience taking direction, working well as part of a team, and working independently when needed.
- r. Experience adjusting to and maintaining a fast-paced workflow

2.0 Tier 2- Deskside Support Services**2.1 Deskside Support Systems Administrator II***Job Description:*

Performs routine (journey-level) systems administration work including performing daily monitoring of service and problem tickets to respond and resolve tickets within established Service Level Agreement timeframes. Perform regular maintenance tasks to ensure the optimal performance and reliability of computer systems. Set up and configure computer systems, including hardware components, operating systems, and network settings. Install, upgrade, and manage system software, including operating systems, applications, and utilities. Diagnose and resolve system issues, including hardware failures, software errors, telecommunication issues and network connectivity problems. Maintain disaster recovery plans to ensure data integrity and system availability. Provide technical assistance to end-users, troubleshoot user problems, including users who have assistive technology, and address system-related queries. Maintain accurate documentation of system configurations, procedures, and troubleshooting steps. In accordance with HHSC Guiding Principles and universal expectations of personal responsibility works under moderate supervision, with limited latitude for the use of initiative and independent judgement. This position is classified as a full-time position (40 hours a week). Travel to other work locations as required. Performs other duties as assigned.

EXHIBIT O, Job Descriptions*Essential Job Functions:*

- a. Provides technical and customer service support for local and remote staff to support PC workstations, hardware, software, accessibility barriers and connectivity to network and telecommunication systems. Monitors service and problem ticket queues to assign, respond and resolve tickets within established Service Level Agreement (SLA). Assists in resolving other technical and customer service-related issues in a timely manner and according to Service Level Agreement (SLA) standard timeframes. Works closely with other team members and support groups, including vendors to ensure timely response and resolution to requests for assistance.
- b. Provides user support and training in the use of available hardware, software, and utilities. Serves as contact for remote network locations to obtain clarification on problems and resolutions. Educates users on new or less frequently used features of existing products. Keep current on all work-related technology and Operating System environments and required training. Stays updated with the latest advancements in system administration, technologies, and security best practices.
- c. Assist in project and assignment completion goals. Keeps team and leadership informed of the status of projects and work-related assignments. Ensures timely updates on project and assignment related tasks in the format requested. Takes ownership of assigned tasks, works independently with moderate supervision, and demonstrates initiative in problem-solving.

Registrations, Licensure Requirements or Certifications:

- a. A+ Certification Preferred
- b. Information Technology Infrastructure Library 4 Foundation; or Information Technology Infrastructure Library 5 Foundation preferred.

Knowledge Skills Abilities:

- a. Knowledge of personal computer hardware and software,
- b. Knowledge of network operating systems and security software.
- c. Knowledge of MECM (Microsoft Endpoint Configuration Manager).
- d. Knowledge of Service Level Agreements
- e. Knowledge of troubleshooting and repairing IT related hardware and software
- f. Skill in verbal and written communication

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- g. Skilled in installing and maintaining Windows Operating systems, Active Directory and Microsoft Office Suites
- h. Ability to translate technical and industry terms into non-technical language for training and orientation.
- i. Ability to recognize, analyze, and resolve network problems, to train others, and oversee the work of others.
- j. Ability to organize and prioritize work.
- k. Ability to work in a team environment, as well as to recognize technical limitations and seek competent assistance when needed.
- l. Ability to move computer / telecommunications equipment.
- m. Ability to adhere to HHS Guiding Principles, Code of Ethics and Universal Expectation for Personal Responsibility.

2.2 Deskside Service Team Lead*Job Description:*

Performs complex (journey-level) systems administration work including performing daily monitoring of service and problem tickets to respond and resolve tickets within established Service Level Agreement timeframes. Perform regular maintenance tasks to ensure the optimal performance and reliability of computer systems. Set up and configure computer systems, including hardware components, operating systems, and network settings. Install, upgrade, and manage system software, including operating systems, applications, and utilities. Diagnose and resolve system issues, including hardware failures, software errors, accessibility barriers, telecommunication issues and network connectivity problems. Maintain and tracks hardware inventory, provides updates on hardware needs, and available assets. Assists with new and surplus equipment requests, returns, and deployments. Maintains disaster recovery plans to ensure data integrity and system availability. Provide technical assistance to end-users, troubleshoot user problems, including users who have assistive technology , and address system-related queries. Create and maintain accurate documentation of system configurations, procedures, and troubleshooting steps. Act as a lead as needed. Provides guidance to others. Acts as a point person during the absence of the manager. Assists with project management completion goals. Adheres to the accordance with HHSC Guiding Principles and the universal expectations of personal responsibility, works under moderate supervision, with limited latitude for the use of initiative and independent judgement. This position is classified as a fulltime position (40 hours a week). Work outside of regular hours may be required. Travel to other work locations as required. Performs other duties as assigned.

EXHIBIT O, Job Descriptions*Essential Job Functions:*

- a. Provides technical and customer service support for local and remote staff to support PC workstations, hardware, software, accessibility barriers and connectivity to network and telecommunication systems. Monitors service and problem ticket queues to assign, respond and resolve tickets within established Service Level Agreement (SLA). Assists in resolving other technical and customer service-related issues in a timely manner and according to Service Level Agreement (SLA) standard timeframes. Works closely with other team members and support groups, including vendors to ensure timely response and resolution to requests for assistance.
- b. Provides user support and training in the use of available hardware, software, and utilities. Serves as contact for remote network locations to obtain clarification on problems and resolutions. Educates users on new or less frequently used features of existing products. Keep current on all work-related technology and Operating System environments and required training. Stay updated with the latest advancements in system administration, technologies, and security best practices.
- c. Assist in project and assignment completion goals. Keeps team and leadership informed of the status of projects and work-related assignments. Ensures timely updates on project and assignment related tasks in the format requested. Take ownership of assigned tasks, work independently with general supervision, and demonstrate initiative in problem-solving.
- d. Other Duties: Assists in responding to public health needs including, but not limited to, disease outbreaks, biological, environmental, and weather emergencies, and perform other related duties as assigned (marginal functions).
- e. Assists with testing new hardware, software, peripheral equipment and cellular devices. Conducts product evaluations of upgraded or new hardware and software identifying strengths, weaknesses, and potential benefits to the agency.

Registrations, Licensure Requirements or Certifications:

- a. A+ Certification Preferred
- b. Information Technology Infrastructure Library 4 Foundation; or Information Technology Infrastructure Library 5 Foundation preferred.

Knowledge Skills Abilities:

- a. Knowledge of network operating systems and security software.
- b. Knowledge of MECM (Microsoft Endpoint Configuration Manager).
- c. Knowledge of Service Level Agreements

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- d. Knowledge of troubleshooting and repairing IT related hardware and software
- e. Skilled in installing and maintaining Windows Operating systems, Active Directory and Microsoft Office Suites
- f. Ability to translate technical and industry terms into non-technical language for training and orientation.
- g. Ability to recognize, analyze, and resolve network problems, to train others, and oversee the work of others.
- h. Ability to organize and prioritize work.
- i. Ability to work in a team environment, as well as to recognize technical limitations and seek competent assistance when needed.
- j. Ability to move computer / telecommunications equipment.
- k. Ability to communicate with diplomacy, communicate effectively both orally and in writing
- l. Ability to establish and maintain effective working relationships
- m. Ability to facilitate meetings and group training
- n. Ability to adhere to HHS Guiding Principles, Code of Ethics and Universal Expectation for Personal Responsibility.

3.0 Key Personnel

This role is required for contract performance; however, no separate hourly or FTE cost shall be proposed. All costs associated with this role must be incorporated into the pricing of required deliverables, including but not limited to Monthly Invoice, Weekly Transition Status Report, Qualified Candidate Package(s), Post Meeting Report, etc.

3.1 Project Manager*Job Description:*

The Project Manager is responsible for overall Contract execution and delivery of services in accordance with the RFO, Contract, Service Level Agreements (SLAs), and applicable HHSC policies and standards. The Project Manager serves as the primary point of contact for HHSC for operational, performance, and contractual matters and provides leadership, coordination, and oversight across all service components.

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- a. Provide overall management, coordination, and oversight of Service Desk, Deskside, and related support services delivered under the Contract.
- b. Serve as the primary liaison between the Contractor and HHSC, including participation in governance meetings, status briefings, and performance reviews.
- c. Ensure compliance with Contract requirements, SLAs, performance metrics, reporting obligations, and applicable HHSC policies and standards.
- d. Develop, maintain, and execute project plans, staffing plans, risk and issue logs, and continuous improvement activities, as required.
- e. Monitor service performance, identify risks or issues impacting service delivery, and implement corrective actions in coordination with HHSC.
- f. Oversee subcontractor performance, if applicable, to ensure alignment with Contract requirements.
- g. Ensure timely and accurate submission of required reports, deliverables, and documentation.
- h. Manage escalations, change requests, and issue resolution in accordance with Contract governance processes.
- i. Perform other duties necessary to support successful Contract performance.

3.2 Transition Manager*Job Description:*

The Transition Manager is responsible for overseeing and coordinating all activities throughout the Transition Period to ensure a seamless handoff and continuity of services in accordance with the Contract, HHSC requirements, and established timelines. Serving as the primary point of contact for HHSC during the transition, the Transition Manager holds decision-making authority and leads cross-functional efforts to achieve successful transition outcomes.

Essential Job Functions:

- a. Coordinate and manage all transition activities, ensuring alignment with the Transition Plan, Contract requirements, and HHSC policies.
- b. Serve as the main liaison between the Contractor and HHSC for all matters related to the transition, facilitating effective communication and issue resolution.

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- c. Develop, maintain, and execute detailed transition plans, schedules, and risk logs to monitor progress and address challenges proactively.
 - d. Ensure timely delivery of transition milestones, deliverables, and documentation as required by HHSC and the Contract.
 - e. Identify, assess, and mitigate transition risks or issues; implement corrective actions in coordination with HHSC and other key stakeholders.
 - f. Coordinate resource allocation, training, and knowledge transfer activities to support operational readiness at the end of the Transition Period.
 - g. Provide regular status updates and reports to HHSC and leadership throughout the transition process.
- Perform other related duties necessary to support a successful transition and contract compliance.

3.3 Hiring Manager*Job Description:*

The Hiring Manager is responsible for recruiting, screening, onboarding, and retaining qualified personnel necessary to meet Contract requirements. The Hiring Manager ensures staffing levels, qualifications, and personnel compliance align with the RFO, Contract, and HHSC policies.

Essential Job Functions:

- a. Recruit, evaluate, and select qualified candidates to support Contract staffing requirements, including Key Personnel and operational staff.
- b. Ensure all personnel meet minimum qualifications, experience, background check, and eligibility requirements specified in the RFO and Contract.
- c. Coordinate onboarding activities, including training, credentialing, and access requirements, to ensure personnel are deployed ready.
- d. Maintain staffing plans to support continuity of operations and compliance with service level requirements.
- e. Manage personnel transitions, replacements, and attrition to minimize service disruption.
- f. Coordinate with the Project Manager to address staffing risks, performance concerns, or resource gaps.
- g. Maintain documentation related to staffing, onboarding, and personnel compliance, as required by HHSC.
- b. Perform other duties necessary to support Contract staffing and workforce management.

EXHIBIT O, Job Descriptions**3.4 Invoicing Manager***Job Description:*

The Invoicing Manager is responsible for preparing, validating, and submitting accurate and timely invoices in accordance with the Contract, HHSC invoicing requirements, and applicable financial policies. The Invoicing Manager ensures billing accuracy, documentation support, and timely resolution of invoice discrepancies.

Essential Job Functions:

- a. Prepare and submit invoices in compliance with Contract terms, pricing schedules, and HHSC invoicing requirements.
- b. Validate invoice accuracy, including service volumes, rates, credits, and adjustments, prior to submission.
- c. Coordinate with the Project Manager and operational teams to verify billable services and supporting documentation.
- d. Maintain complete and accurate invoice support documentation for audit and compliance purposes.
- e. Respond to HHSC inquiries related to invoicing, payment status, or invoice clarification in a timely manner.
- f. Track invoice submissions, approvals, rejections, and payments to ensure financial accountability.
- g. Ensure compliance with applicable state financial controls, audit requirements, and record retention policies.
- b. Perform other duties necessary to support accurate and compliant Contract billing.