

Attachment 1 - Pricing	
Contractor:	ACS Consultancy Services, Inc
Contract Number:	PB70779
Lots Awarded:	1A, 1B, 2
<p>Authorized Users Please Note the Following:</p> <p>A competitive Mini-Bid is required for every transaction under this Centralized Contract. (Section 1.3 of Attachment 16 - How to Use this Contract)</p> <p>The Contractor acknowledges that any mini-bid under this Centralized Contract which includes pricing in excess of the “maximum Not-To-Exceed price” shall be rejected by the Authorized User. (Sections 7.9 of the Contract - Reasonableness of Price)</p> <p>Price increases will only apply to the OGS Centralized Contracts and shall not be applied retroactively to Authorized User Agreements or any Mini-bids already submitted to an Authorized User. (Section 8.5 of the Contract - Pricelist Adjustments)</p> <p>When provided for in the Mini-Bid and resultant Authorized User Agreement, an Authorized User may reimburse travel expenses. All rules and regulations associated with this travel can be found at http://osc.state.ny.us/agencies/travel/travel.htm. In no case will any travel reimbursement be paid that exceeds these rates. All travel will be paid only as part of a deliverable specified within the Authorized User Agreement and must be billed with that associated Invoice with receipts attached. (Section 7.12 of the Contract - Travel, Meals and Lodging)</p>	

ACS Consultancy Services, Inc Approved Price List			Number of Approved Titles:	98	Last Updated:	10/10/2025
Item Number	SKU	Job Title	Job Description	Minimum Education / Certification Level	Minimum Years of Experience	NYS Contract Price (Not to Exceed Hourly Rate, Exclusive of Travel)
1	ACS001	Business Analyst Level I	Collect and document business requirements. Analyze data to identify trends and insights. Prepare reports and documentation. Liaise with stakeholders to understand needs. Use business analysis tools and software.	Bachelor's degree in Business, Information Technology, or a related field (or equivalent experience).	1	\$62.78
2	ACS002	Business Analyst Level II	Collect and document business requirements. Analyze data to identify trends and insights. Prepare reports and documentation. Liaise with stakeholders to understand needs. Use business analysis tools and software.	Bachelor's degree in Business, Information Technology, or a related field (or equivalent experience).	4	\$70.93
3	ACS003	Business Analyst Level III	Collect and document business requirements. Analyze data to identify trends and insights. Prepare reports and documentation. Liaise with stakeholders to understand needs. Use business analysis tools and software.	Bachelor's degree in Business, Information Technology, or a related field (or equivalent experience).	7	\$84.00
4	ACS004	Architect Level I	Assists in the architecture, design and implementation of IT systems and contributes to the development of technical solutions.	Bachelor's degree in Information Technology, or a related field (or equivalent experience).	1	\$98.86
5	ACS005	Architect Level II	Designs and architects IT systems	Bachelor's degree in Information Technology, or a related field (or equivalent experience).	4	\$109.17
6	ACS006	Architect Level III	Leads strategic planning and complex system integrations, provides expert guidance, drives innovation, and sets design and architecture	Bachelor's degree in Information Technology, or a related field (or equivalent experience).	7	\$119.23
7	ACS007	Developer Level I	Uses programming language and technologies. Writes code and completes programming. Performs testing and debugging of applications.	Bachelor's degree in Information Technology, or a related field (or equivalent experience).	1	\$71.59
8	ACS008	Developer Level II	Uses programming languages and technologies, writes and completes complex programming tasks. Independently performs testing and debugging of applications.	Bachelor's degree in Information Technology, or a related field (or equivalent experience).	4	\$82.30
9	ACS009	Developer Level III	Expertly uses programming languages and technologies for advanced code writing and programming. Engages with users to understand and define complex system requirements or modifications.	Bachelor's degree in Information Technology, or a related field (or equivalent experience).	7	\$95.29
10	ACS010	Systems Analyst Level I	Analyze and understand business requirements to identify system needs. Assist in gathering and documenting functional and technical requirements. Contribute to the design of information systems to meet business needs. Participate in system testing to ensure requirements are met and identify issues.	Bachelor's degree in Information Technology, or a related field (or equivalent experience).	1	\$67.71
11	ACS011	Systems Analyst Level II	Analyzes complex business requirements to identify system needs. Independently gathers and documents detailed functional and technical requirements. Actively contributes to the design of information systems to meet diverse business needs. Participates in system testing, ensuring that requirements are met and identifying and resolving issues.	Bachelor's degree in Information Technology, or a related field (or equivalent experience).	4	\$75.83
12	ACS012	Systems Analyst Level III	Conduct in-depth analysis of complex business processes and system requirements. Develop detailed functional and technical specifications for system enhancements and integrations. Design and assist in implementing system solutions to improve business efficiency and productivity. Create comprehensive documentation for IT systems.	Bachelor's degree in Information Technology, or a related field (or equivalent experience).	7	\$85.11
13	ACS013	Database Administrator Level I	Perform routine maintenance tasks to ensure database performance and reliability. Assist in implementing data backup procedures and perform basic data recovery tasks. Manage database access permissions and roles for users. Monitor database performance and assist in basic tuning and optimization.	Bachelor's degree in Information Technology, or a related field (or equivalent experience).	1	\$69.66
14	ACS014	Database Administrator Level II	Design, implement, and maintain database structures and schemas in line with business requirements. Optimize database performance through indexing, query optimization, and system tuning. Implement and manage security measures for data protection and integrity. Manage complex backup and recovery procedures, ensuring data availability and integrity.	Bachelor's degree in Information Technology, or a related field (or equivalent experience).	4	\$88.51
15	ACS015	Database Administrator Level III	Oversee and strategize database architecture, management, and future growth planning. Lead complex database performance optimization, including server configuration and query tuning. Implement and oversee advanced security protocols and disaster recovery strategies to protect data integrity.	Bachelor's degree in Information Technology, or a related field (or equivalent experience).	7	\$96.73
16	ACS016	Project Manager Level I	Assist in planning, executing, and closing projects according to deadlines and within budget. Assist in identifying project risks and contribute to the development of mitigation strategies.	Bachelor's degree in Information Technology, or a related field (or equivalent experience).	1	\$67.09
17	ACS017	Project Manager Level II	Independently plan and oversee the execution of projects, ensuring timely completion within budget and scope. Provide detailed project reports and maintain comprehensive project documentation.	Bachelor's degree in Information Technology, or a related field (or equivalent experience).	4	\$86.66
18	ACS018	Project Manager Level III	Lead and manage complex, high-impact projects, aligning them with organizational strategy and goals. Oversee and optimize resource allocation across multiple projects, ensuring maximum efficiency and effectiveness. Engage and manage relationships with senior stakeholders, effectively communicating and negotiating project details.	Bachelor's degree in Information Technology, or a related field (or equivalent experience).	7	\$104.27
19	ACS019	Security Analyst Level I	Monitor network and system security, identifying and reporting potential threats. Perform security analysis.	Bachelor's degree in Information Technology, or a related field (or equivalent experience).	1	\$69.50
20	ACS020	Security Analyst Level II	Perform comprehensive monitoring of network and systems to detect, analyze, and report potential security threats. Conduct and manage thorough vulnerability assessments, recommending and implementing appropriate mitigation measures.	Bachelor's degree in Information Technology, or a related field (or equivalent experience).	4	\$83.80

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21	ACS021	Security Analyst Level III	Conduct strategic analysis of the organization's security posture, identifying and evaluating complex security threats and vulnerabilities. Direct and manage sophisticated incident response activities.	Bachelor's degree in Information Technology, or a related field (or equivalent experience).	7	\$101.94
22	ACS022	Specialist Level I	Develop deep expertise in a high-demand technical field such as advanced software engineering. Strategically improve technical processes.	Bachelor's degree in Information Technology, or a related field (or equivalent experience).	1	\$114.46
23	ACS023	Specialist Level II	Develop deep expertise in a high-demand technical field such as advanced software engineering. Strategically improve technical processes.	Bachelor's degree in Information Technology, or a related field (or equivalent experience).	4	\$135.22
24	ACS024	Specialist Level III	Develop deep expertise in a high-demand technical field such as advanced software engineering. Strategically improve technical processes.	Bachelor's degree in Information Technology, or a related field (or equivalent experience).	7	\$166.13
25	ACS025	Tester Level I	Perform basic testing of software applications to identify bugs and issues. Assist in developing test cases and scenarios based on software requirements.	Bachelor's degree in Information Technology, or a related field (or equivalent experience).	1	\$47.24
26	ACS026	Tester Level II	Develop and execute detailed test plans for complex software applications, covering various testing methodologies. Implement and maintain test scripts, enhancing testing efficiency and coverage.	Bachelor's degree in Information Technology, or a related field (or equivalent experience).	4	\$60.97
27	ACS027	Tester Level III	Develop and implement comprehensive test strategies for complex and large-scale software projects, ensuring full coverage and efficiency. Oversee the tracking, analysis, and resolution of complex defects, providing strategic insights for system improvements.	Bachelor's degree in Information Technology, or a related field (or equivalent experience).	7	\$70.00
28	ACS028	Trainer Level I	Conduct training sessions on IT-related topics.	Bachelor's degree in Information Technology, or a related field (or equivalent experience).	1	\$58.02
29	ACS029	Trainer Level II	Design and deliver comprehensive training programs on more complex subjects, incorporating various learning methodologies. Conducts training and created training documentation.	Bachelor's degree in Information Technology, or a related field (or equivalent experience).	4	\$72.51
30	ACS030	Trainer Level III	Design and implementation of strategic training programs, aligning them with organizational goals and workforce development needs. Conducts training and created training documentation.	Bachelor's degree in Information Technology, or a related field (or equivalent experience).	7	\$88.80
31	ACS031	Senior Software Support Analyst	Monitor applications to ensure they are ready for end-users Identify and correct issues with the applications.	Bachelor's degree in Computer Science, Information Technology, or related field (or equivalent experience).	3	\$113.30
32	ACS032	Junior Program Analyst	Analyze the organization's IT acquisition programs and evaluate compliance with IT acquisition and capital planning and investment control regulations and organizational directives. Ensure the accuracy of reported data and make corrections.	Bachelor's degree in Information Technology, or a related field (or equivalent experience).	3	\$87.83
33	ACS033	IT Acquisition Support Analyst	Create and submit Statements of Objectives (SOO), Statements of Work (SOW), Performance Work Statements (PWS), and all associated documentation for Information Technology related projects. Collect requirements, prepare documents and perform project management tasks	Bachelor's degree in Information Technology, or a related field (or equivalent experience).	3	\$87.83
34	ACS034	Tester I	Test the operation of software against projected outcomes. Requires ability to diagnose, troubleshoot and software failures by employing analytical skills. Provides ongoing testing support for specialized applications: logs design and development issues, and may analyze and corrects problem at source. Advises programmers on software failures, successes, and may recommend solutions. Identifies problems requiring user assistance and coordinates programmer technical support. Required Experience: Experience in testing software applications and requires user proficiency with PC hardware, standard software, and specialized applications, and effective oral and written communication skills to explain technical situations, present information, and provide training. Must have knowledge of the office suite and desktop applications required.	Bachelor's degree in Information Technology, or a related field (or equivalent experience).	4	\$83.92
35	ACS035	Health IT Business Analyst I	Gather, analyze, document, and validate business and/or technical needs related to Health IT services. Documents business and/or technical needs using advanced textual, and visual, modeling deliverables. Identifies, manages, and tracks business and technical needs objectives throughout the project's lifecycle. Assist in leading project or initiative tasks with relevant team members, stakeholders, and functional domain leadership. Assist in leading day-to-day business interaction and business expectations in relationship to assigned deliverables, with the guidance of functional manager, project manager. Identify, evaluate, and communicate issues and risks, related to business processes to project, IT and business unit management, developing mitigation strategies in collaboration with business and project team members.	Bachelor's degree in Information Technology, or a related field (or equivalent experience).	4	\$78.48
36	ACS036	Health IT Project Manager I	Oversees technical initiatives with cross-departmental or enterprise-wide applicability related to Health IT services. Works with potential customers to understand their requirements. Proposes technical solutions, gathers information for estimates, manages vendor relations, and coordinates project from prototype through installation. Eight years of experience including complete project development from inception to deployment with a demonstrated ability to provide guidance and direction in tasks of similar scope and complexity.	Bachelor's degree in Information Technology, or a related field (or equivalent experience).	4	\$98.10

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37	ACS037	Health IT Tester I	Test the operation of software against projected outcomes related to Health IT services. Requires ability to diagnose, troubleshoot and software failures by employing analytical skills. Provides ongoing testing support for specialized applications: logs design and development issues, and may analyze and corrects problem at source. Advises programmers on software failures, successes, and may recommend solutions. Identifies problems requiring user assistance and coordinates programmer technical support. Required Experience: Experience in testing software applications and requires user proficiency with PC hardware, standard software, and specialized applications, and effective oral and written communication skills to explain technical situations, present information, and provide training. Must have knowledge of the office suite and desktop applications required.	Bachelor's degree in Information Technology, or a related field (or equivalent experience).	4	\$83.92
38	ACS038	Business Analyst I	Gather, analyze, document, and validate business and/or technical needs. Documents business and/or technical needs using advanced textual, and visual, modeling deliverables. Identifies, manages, and tracks business and technical needs objectives throughout the project's lifecycle. Assist in leading project or initiative tasks with relevant team members, stakeholders, and functional domain leadership. Assist in leading day-today business interaction and business expectations in relationship to assigned deliverables, with the guidance of functional manager, project manager. Identify, evaluate, and communicate issues and risks, related to business processes to project, IT and business unit management, developing mitigation strategies in collaboration with business and project team members.	Bachelor's degree in Information Technology, or a related field (or equivalent experience).	4	\$78.48
39	ACS039	Developer I	Provides technical expertise in performing applications programming and systems analysis for database and software development and maintenance activities. Work will include software requirements, definition and design, applications development, and work with third and fourth generation computer languages and relational database management systems. Performs analysis and validation of IT requirements. Plans and manages efforts within the systems software domain.	Bachelor's degree in Information Technology, or a related field (or equivalent experience).	4	\$90.46
40	ACS040	Developer II	Provides technical expertise in performing applications programming and systems analysis for database and software development and maintenance activities. Work will include software requirements, definition and design, applications development, and work with third and fourth generation computer languages and relational database management systems. Performs analysis and validation of IT requirements. Plans and manages efforts within the systems software domain.	Bachelor's degree in Information Technology, or a related field (or equivalent experience).	6	\$113.36
41	ACS041	Project Manager I	Oversees technical initiatives with cross-departmental or enterprise-wide applicability. Works with potential customers to understand their requirements. Proposes technical solutions, gathers information for estimates, manages vendor relations, and coordinates project from prototype through installation. Eight years of experience including complete project development from inception to deployment with a demonstrated ability to provide guidance and direction in tasks of similar scope and complexity.	Bachelor's degree in Information Technology, or a related field (or equivalent experience).	4	\$104.64
42	ACS042	Cloud Developer I	Cloud based design, definition and development custom modules, features, and package integration from proposal to product as it relates to Cloud services. Lead development for cloud based website and all associated apps, manage the website deployments via cloud infrastructure. Responsible for Designing system architecture and interface control using requirements. Providing design input, collaborating with customer service and analysts on project milestones, and analyzing weaknesses and recommending system improvements.	Bachelor's degree in Information Technology, or a related field (or equivalent experience).	4	\$113.36
43	ACS043	Cloud Project Manager I	Oversees technical initiatives with cross-departmental or enterprise-wide applicability as it relates to Cloud services. Works with potential customers to understand their requirements. Proposes technical solutions, gathers information for estimates, manages vendor relations, and coordinates project from prototype through installation. Eight years of experience including complete project development from inception to deployment with a demonstrated ability to provide guidance and direction in tasks of similar scope and complexity.	Bachelor's degree in Information Technology, or a related field (or equivalent experience).	4	\$104.64
44	ACS044	Cloud Tester I	Test the operation of software against projected outcomes as it relates to Cloud services. Requires ability to diagnose, troubleshoot and software failures by employing analytical skills. Provides ongoing testing support for specialized applications: logs design and development issues, and may analyze and corrects problem at source. Advises programmers on software failures, successes, and may recommend solutions. Identifies problems requiring user assistance and coordinates programmer technical support. Required Experience: Experience in testing software applications and requires user proficiency with PC hardware, standard software, and specialized applications, and effective oral and written communication skills to explain technical situations, present information, and provide training. Must have knowledge of the office suite and desktop applications required.	Bachelor's degree in Information Technology, or a related field (or equivalent experience).	4	\$83.92
45	ACS045	Drupal Analyst/Tester	Provide requirements analysis and design definition;Create and execute test plans and test scenarios;Provide requirements life cycle management;Collaborate with team members and stakeholders;Provide on-the-job knowledge transfer and training to other team members; Assist other team members in testing new features and functionality; and Troubleshoot and debug technical issues.	Bachelor's degree in Information Technology, or a related field (or equivalent experience).	4	\$77.25
46	ACS046	Director/Principal/President	Leading the company's strategic vision and ensuring alignment with the evolving technology landscape. This includes driving business growth, overseeing operations to deliver high-quality IT products and services, and managing the financial aspects such as budgeting and forecasting.	Bachelor's degree in Information Technology, or a related field (or equivalent experience).	2	\$124.24
47	ACS047	Sr. Manager	Strategic planning, ensuring that IT initiatives align with the organization's goals. Key responsibilities include managing and mentoring teams, coordinating with different departments, and driving project completion on time and within budget.	Bachelor's degree in Information Technology, or a related field (or equivalent experience).	2	\$106.76
48	ACS048	Manager/Development Manager	Lead and manage software development teams, ensuring a collaborative and productive work environment. Oversee the planning, execution, and delivery of software development projects, ensuring they meet quality standards, deadlines, and budget constraints.	Bachelor's degree in Information Technology, or a related field (or equivalent experience).	2	\$100.13

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49	ACS049	Managing Consultant	Oversee project teams and ensuring the successful delivery of consultancy services to clients. Key responsibilities include developing and implementing strategies to solve complex IT challenges, managing client relationships, leading and mentoring consulting teams, and contributing to business development through client engagement and proposal development.	Bachelor's degree in Information Technology, or a related field (or equivalent experience).	2	\$90.88
50	ACS050	Senior Consultant	Work on complex IT challenges and developing innovative solutions that align with client business strategies and needs. Lead project teams, ensuring successful delivery of solutions, managing timelines, budgets, and resources effectively.	Bachelor's degree in Information Technology, or a related field (or equivalent experience).	2	\$84.70
51	ACS051	Junior Consultant	Work closely with clients to understand their business needs and challenges, and to develop tailored IT solutions. Designing and implementing effective IT strategies and solutions that align with client objectives and industry best practices.	Bachelor's degree in Information Technology, or a related field (or equivalent experience).	2	\$81.59
52	ACS052	Consultant	Conduct thorough research and analysis to understand client needs and industry trends. Assist in the planning and execution of IT projects, including preparing presentations and reports.	Bachelor's degree in Information Technology, or a related field (or equivalent experience).	2	\$77.56
53	ACS053	Project Manager/ Instructional Coordinator	Manage IT Projects, ensuring timely completion within budget and scope. Provide detailed project reports and maintain comprehensive project documentation.	Bachelor's degree in Information Technology, or a related field (or equivalent experience).	2	\$101.05
54	ACS054	Analyst	Collect, analyze, and interpret data to identify trends, patterns, and insights that inform business decisions and strategy. Utilize various analytical tools and software, and staying updated with emerging technologies relevant to the field.	Bachelor's degree in Information Technology, or a related field (or equivalent experience).	2	\$57.23
55	ACS055	Agile Coach 1	Help train corporate teams on the agile methodology and oversee the development of agile teams to ensure effective outcomes for the organization. They are responsible for guiding teams through the implementation process and are tasked with encouraging workers and leadership to embrace the agile method.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	1	\$76.26
56	ACS056	Agile Coach 2	Help train corporate teams on the agile methodology and oversee the development of agile teams to ensure effective outcomes for the organization. They are responsible for guiding teams through the implementation process and are tasked with encouraging workers and leadership to embrace the agile method. 4-7 years of experience in the field or in a related area. Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. A certain degree of creativity and latitude is required. Works under limited supervision with considerable latitude for the use of initiative and independent judgment.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	5	\$121.88
57	ACS057	Agile Coach 3	Help train corporate teams on the agile methodology and oversee the development of agile teams to ensure effective outcomes for the organization. They are responsible for guiding teams through the implementation process and are tasked with encouraging workers and leadership to embrace the agile method. 8 or more years of experience, relies on experience and judgment to plan and accomplish goals, independently performs a variety of complicated tasks, a wide degree of creativity and latitude is expected.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	8	\$167.65
58	ACS058	Agile Scrum Master 1	Responsible for monitoring the scrum processes and scrum meetings. They increases his team efficiency, motivates his team, spins, argues for changes that will ensure quality and timeliness. They ensure observance of DoD (Definition of done). 1-3 years of experience in the field or in a related area. Has knowledge of commonly used concepts, practices, and procedures within a particular field. Relies on instructions and pre- established guidelines to perform the functions of the job. Primary job functions do not typically require exercising independent judgment.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	1	\$68.28
59	ACS059	Agile Scrum Master 2	Responsible for monitoring the scrum processes and scrum meetings. They increases his team efficiency, motivates his team, spins, argues for changes that will ensure quality and timeliness. They ensure observance of DoD (Definition of done). 4-7 years of experience in the field or in a related area. Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. A certain degree of creativity and latitude is required. Works under limited supervision with considerable latitude for the use of initiative and independent judgment.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	5	\$109.68
60	ACS060	Agile Scrum Master 3	Responsible for monitoring the scrum processes and scrum meetings. They increases his team efficiency, motivates his team, spins, argues for changes that will ensure quality and timeliness. They ensure observance of DoD (Definition of done). 8 or more years of experience, relies on experience and judgment to plan and accomplish goals, independently performs a variety of complicated tasks, a wide degree of creativity and latitude is expected.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	8	\$154.39
61	ACS061	Applications Architect 1	Application architects are responsible for designing, developing and implementing applications for computer systems. They must direct the development process from conception to completion and oversee the efforts of all associated technical staff. 1-3 years of experience in the field or in a related area. Has knowledge of commonly used concepts, practices, and procedures within a particular field. Relies on instructions and pre- established guidelines to perform the functions of the job. Primary job functions do not typically require exercising independent judgment	Bachelor's or Master's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	1	\$113.02
62	ACS062	Applications Architect 2	Application architects are responsible for designing, developing and implementing applications for computer systems. They must direct the development process from conception to completion and oversee the efforts of all associated technical staff. 4-7 years of experience in the field or in a related area. Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. A certain degree of creativity and latitude is required. Works under limited supervision with considerable latitude for the use of initiative and independent judgment	Bachelor's or Master's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	5	\$121.27

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63	ACS063	Applications Architect 3	Application architects are responsible for designing, developing and implementing applications for computer systems. They must direct the development process from conception to completion and oversee the efforts of all associated technical staff. 8 or more years of experience, relies on experience and judgment to plan and accomplish goals, independently performs a variety of complicated tasks, may lead and direct the work of others, a wide degree of creativity and latitude is expected	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	8	\$149.51
64	ACS064	Applications Development Analyst 1	Works closely with customers, business analysts, and team members to understand business requirements that drive the analysis and design of quality technical solutions. These solutions must be aligned with business and IT strategies and comply with the organization's architectural standards. Involved in the full systems life cycle and is responsible for designing, coding, testing, implementing, maintaining and supporting applications software that is delivered on time and within budget. Makes recommendations towards the development of new code or reuse of existing code. Responsibilities may also include participation in component and data architecture design, performance monitoring, product evaluation and buy vs. build recommendations. Has experience in systems analysis, design and a solid understanding of development, quality assurance and integration methodologies.	Bachelor's Degree in Computer Science, Information Systems or other related field. Or equivalent work experience.	1	\$83.31
65	ACS065	Applications Development Analyst 2	Works closely with customers, business analysts, and team members to understand business requirements that drive the analysis and design of quality technical solutions. These solutions must be aligned with business and IT strategies and comply with the organization's architectural standards. Involved in the full systems life cycle and is responsible for designing, coding, testing, implementing, maintaining and supporting applications software that is delivered on time and within budget. Makes recommendations towards the development of new code or reuse of existing code. Responsibilities may also include participation in component and data architecture design, performance monitoring, product evaluation and buy vs. build recommendations. Has experience in systems analysis, design and a solid understanding of development, quality assurance and integration methodologies.	Bachelor's Degree in Computer Science, Information Systems or other related field. Or equivalent work experience.	5	\$105.40
66	ACS066	Applications Development Analyst 3	Works closely with customers, business analysts, and team members to understand business requirements that drive the analysis and design of quality technical solutions. These solutions must be aligned with business and IT strategies and comply with the organization's architectural standards. Involved in the full systems life cycle and is responsible for designing, coding, testing, implementing, maintaining and supporting applications software that is delivered on time and within budget. Makes recommendations towards the development of new code or reuse of existing code. Responsibilities may also include participation in component and data architecture design, performance monitoring, product evaluation and buy vs. build recommendations. Has experience in systems analysis, design and a solid understanding of development, quality assurance and integration methodologies.	Bachelor's Degree in Computer Science, Information Systems or other related field. Or equivalent work experience.	8	\$119.71
67	ACS067	Artificial Intelligence/Machine Learning Engineer 1	AI/ML Engineers are responsible for developing and implementing artificial intelligence and machine learning models to solve complex problems. They work closely with data scientists and software engineers to build and deploy AI-powered solutions. Tasks include training models, optimizing algorithms, and integrating AI solutions into applications. 1-3 years of experience in the field or in a related area. Has knowledge of commonly used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Primary job functions do not typically require exercising independent judgment.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	1	\$96.16
68	ACS068	Artificial Intelligence/Machine Learning Engineer 2	AI/ML Engineers are responsible for developing and implementing artificial intelligence and machine learning models to solve complex problems. They work closely with data scientists and software engineers to build and deploy AI-powered solutions. Tasks include training models, optimizing algorithms, and integrating AI solutions into applications. 4-7 years of experience in the field or in a related area. Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. A certain degree of creativity and latitude is required. Works under limited supervision with considerable latitude for the use of initiative and independent judgment.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	5	\$117.47
69	ACS069	Artificial Intelligence/Machine Learning Engineer 3	AI/ML Engineers are responsible for developing and implementing artificial intelligence and machine learning models to solve complex problems. They work closely with data scientists and software engineers to build and deploy AI-powered solutions. Tasks include training models, optimizing algorithms, and integrating AI solutions into applications. 8 or more years of experience, relies on experience and judgment to plan and accomplish goals, independently performs a variety of complicated tasks, may lead and direct the work of others, a wide degree of creativity and latitude is expected.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	8	\$142.12
70	ACS070	Basis/Ale Technical Consultant- No Variance	Provides the highest level of technical expertise and consulting on SAP Basis or its successor, SAP Web Application Server systems to process teams and IT staff. Establishes the infrastructure standards and requirements. Evaluates, directs and supports SAP Basis and/or Web Application Server system enhancements and performs quality assurance functions. Researches and implements solutions for Basis and/or Web Application Server functionality in the areas of performance monitoring and tuning and systems configuration, design and implementation. Provides highest degree of technical engineering and support to the SAP team. Must have extensive experience in operating systems and programming languages, such as ABAP, Java and J2EE. A minimum of 5 years of IT work experience building enterprise applications, including a minimum of 2 years of experience with SAP systems.	Bachelor's or Master's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	8	\$156.89
71	ACS071	Business Analyst 1	Collect and document business requirements. Analyze data to identify trends and insights. Prepare reports and documentation. Liaise with stakeholders to understand needs. Use business analysis tools and software.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	1	\$85.78

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72	ACS072	Business Analyst 2	Collect and document business requirements. Analyze data to identify trends and insights. Prepare reports and documentation. Liaise with stakeholders to understand needs. Use business analysis tools and software.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	5	\$98.21
73	ACS073	Business Analyst 3	Collect and document business requirements. Analyze data to identify trends and insights. Prepare reports and documentation. Liaise with stakeholders to understand needs. Use business analysis tools and software.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	8	\$127.59
74	ACS074	Business Continuanace Specialist- No Variance	Develops risk management procedures, business continuance scenarios, and contingency plans for central and distributed systems and networks to maintain operations during downtime and/or major disasters. Identifies and makes recommendations regarding critical points of failure. Develops and implements policies and procedures for business continuance and test plans with various operational and support groups in IT. Involved in the evaluation and selection of vendors to ensure service level agreement meet business continuance planning requirements.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	5	\$121.64
75	ACS075	Business Continuity Analyst 1	Prepare companies for the event of blackouts or disasters in which company information could be lost. They analyze potential risks and losses and design, test and implement recovery plans. Assists in the development, implementation, and maintenance of policies, procedures, and programs for ensuring the security and integrity of company data, databases, information systems, and technology. Ensures minimal risk to services, data, and reputation by supporting recovery time objectives (RTO) and recovery point objectives (RPO). 1-3 years of experience in the field or in a related area. Has knowledge of commonly used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Primary job functions do not typically require exercising independent judgment.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	1	\$105.08
76	ACS076	Business Continuity Analyst 2	Prepare companies for the event of blackouts or disasters in which company information could be lost. They analyze potential risks and losses and design, test and implement recovery plans. Assists in the development, implementation, and maintenance of policies, procedures, and programs for ensuring the security and integrity of company data, databases, information systems, and technology. Ensures minimal risk to services, data, and reputation by supporting recovery time objectives (RTO) and recovery point objectives (RPO). 4-7 years of experience in the field or in a related area. Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. A certain degree of creativity and latitude is required. Works under limited supervision with considerable latitude for the use of initiative and independent judgment.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	5	\$112.00
77	ACS077	Business Continuity Analyst 3	Prepare companies for the event of blackouts or disasters in which company information could be lost. They analyze potential risks and losses and design, test and implement recovery plans. Assists in the development, implementation, and maintenance of policies, procedures, and programs for ensuring the security and integrity of company data, databases, information systems, and technology. Ensures minimal risk to services, data, and reputation by supporting recovery time objectives (RTO) and recovery point objectives (RPO). 8 or more years of experience, relies on experience and judgment to plan and accomplish goals, independently performs a variety of complicated tasks, may lead and direct the work of others, a wide degree of creativity and latitude is expected.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	8	\$119.20
78	ACS078	Business Intelligence Analyst 1	Analysts use data to figure out market and business trends for companies to increase profits and efficiency. They may work directly for a company or as a consultant. They able to look at large chunks of data and understand trends, and then communicate those trends to the company. Provides analysis and reporting on patterns, trends, and opportunities from information collected across the business. Works with business units to identify data needs and develop appropriate reporting solutions. Develops and maintains business intelligence tools, databases, dashboards, systems, or methods. 1-3 years of experience in the field or in a related area. Has knowledge of commonly used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Primary job functions do not typically require exercising independent judgment.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	1	\$59.11
79	ACS079	Business Intelligence Analyst 2	Analysts use data to figure out market and business trends for companies to increase profits and efficiency. They may work directly for a company or as a consultant. They able to look at large chunks of data and understand trends, and then communicate those trends to the company. Provides analysis and reporting on patterns, trends, and opportunities from information collected across the business. Works with business units to identify data needs and develop appropriate reporting solutions. Develops and maintains business intelligence tools, databases, dashboards, systems, or methods. 4-7 years of experience in the field or in a related area. Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. A certain degree of creativity and latitude is required. Works under limited supervision with considerable latitude for the use of initiative and independent judgment.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	5	\$85.32
80	ACS080	Business Intelligence Analyst 3	Analysts use data to figure out market and business trends for companies to increase profits and efficiency. They may work directly for a company or as a consultant. They able to look at large chunks of data and understand trends, and then communicate those trends to the company. Provides analysis and reporting on patterns, trends, and opportunities from information collected across the business. Works with business units to identify data needs and develop appropriate reporting solutions. Develops and maintains business intelligence tools, databases, dashboards, systems, or methods. 8 or more years of experience, relies on experience and judgment to plan and accomplish goals, independently performs a variety of complicated tasks, may lead and direct the work of others, a wide degree of creativity and latitude is expected.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	8	\$121.86

ACS Consultancy Services, Inc Approved Price List			Number of Approved Titles:	98	Last Updated:	10/10/2025
Item Number	SKU	Job Title	Job Description	Minimum Education / Certification Level	Minimum Years of Experience	NYS Contract Price (Not to Exceed Hourly Rate, Exclusive of Travel)
81	ACS081	Business Intelligence Architect- No Variance	Responsible for leading the design and support of enterprise-wide business intelligence applications and architecture. Works with enterprise-wide business and IT senior management to understand and prioritize data and information requirements. Solves complex technical problems. Optimizes the performance of enterprise business intelligence tools by defining data to filter and index that add value to the user. Creates testing methodology and criteria. Designs and coordinates a curriculum for coaching and training customers in the use of business intelligence tools to enhance business decision-making capability. Develops standards, policies and procedures for the form, structure and attributes of the business intelligence tools and systems. Develops data/information quality metrics. Researches new technology and develops business cases to support enterprise-wide business intelligence solutions.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	8	\$161.09
82	ACS082	Business Management Specialist- No Variance	Responsible for leading the design and support of enterprise-wide business intelligence applications and architecture. Works with enterprise-wide business and IT senior management to understand and prioritize data and information requirements. Solves complex technical problems. Optimizes the performance of enterprise business intelligence tools by defining data to filter and index that add value to the user. Creates testing methodology and criteria. Designs and coordinates a curriculum for coaching and training customers in the use of business intelligence tools to enhance business decision-making capability. Develops standards, policies and procedures for the form, structure and attributes of the business intelligence tools and systems. Develops data/information quality metrics. Researches new technology and develops business cases to support enterprise-wide business intelligence solutions.	Bachelor's or Master's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	8	\$126.14
83	ACS083	Business Process Consultant 1	Facilitates the optimization of business unit performance by enhancing the alignment between business processes and information technology. Responsible for actively resolving day-to-day technology needs of the business unit with a focus on the analysis of processes—dissecting problems and suggesting solutions. Includes complex systems process analysis, design and simulation. Must understand technical problems and solutions in relation to the current, as well as the future business environment. Must be able to suggest plans to integrate new and existing processes. Provides input and supports planning and prioritization for business process engineering related activities, including developing the business unit process engineering plan and integrating that plan with the corporate plan. Possesses knowledge and experience leveraging both IT solutions and business process improvements. Participates in continuous review and update to ensure that processes meet changing business unit conditions. Identifies processes for improvement, documents existing processes, identifies and analyzes gaps between current processes and the desired state, designs new processes, develops process performance measures and plans the transition to a new process. Provides counsel and leadership on future use of technology and business process improvements. This requires a high level of understanding of the organization's business systems and processes as well as industry-wide requirements. Must demonstrate expertise in strategic planning, tactical execution, project management, process management and business systems requirements definition.	Bachelor's or Master's Degree in Computer Science, Information Systems, Business Administration, or other related field. Or equivalent work experience.	1	\$60.88
84	ACS084	Business Process Consultant 2	Facilitates the optimization of business unit performance by enhancing the alignment between business processes and information technology. Responsible for actively resolving day-to-day technology needs of the business unit with a focus on the analysis of processes—dissecting problems and suggesting solutions. Includes complex systems process analysis, design and simulation. Must understand technical problems and solutions in relation to the current, as well as the future business environment. Must be able to suggest plans to integrate new and existing processes. Provides input and supports planning and prioritization for business process engineering related activities, including developing the business unit process engineering plan and integrating that plan with the corporate plan. Possesses knowledge and experience leveraging both IT solutions and business process improvements. Participates in continuous review and update to ensure that processes meet changing business unit conditions. Identifies processes for improvement, documents existing processes, identifies and analyzes gaps between current processes and the desired state, designs new processes, develops process performance measures and plans the transition to a new process. Provides counsel and leadership on future use of technology and business process improvements. This requires a high level of understanding of the organization's business systems and processes as well as industry-wide requirements. Must demonstrate expertise in strategic planning, tactical execution, project management, process management and business systems requirements definition.	Bachelor's or Master's Degree in Computer Science, Information Systems, Business Administration, or other related field. Or equivalent work experience.	5	\$94.54

ACS Consultancy Services, Inc Approved Price List			Number of Approved Titles:	98	Last Updated:	10/10/2025
Item Number	SKU	Job Title	Job Description	Minimum Education / Certification Level	Minimum Years of Experience	NYS Contract Price (Not to Exceed Hourly Rate, Exclusive of Travel)
85	ACS085	Business Process Consultant 3	<p>Facilitates the optimization of business unit performance by enhancing the alignment between business processes and information technology. Responsible for actively resolving day-to-day technology needs of the business unit with a focus on the analysis of processes—dissecting problems and suggesting solutions. Includes complex systems process analysis, design and simulation. Must understand technical problems and solutions in relation to the current, as well as the future business environment. Must be able to suggest plans to integrate new and existing processes. Provides input and supports planning and prioritization for business process engineering related activities, including developing the business unit process engineering plan and integrating that plan with the corporate plan. Possesses knowledge and experience leveraging both IT solutions and business process improvements.</p> <p>Participates in continuous review and update to ensure that processes meet changing business unit conditions. Identifies processes for improvement, documents existing processes, identifies and analyzes gaps between current processes and the desired state, designs new processes, develops process performance measures and plans the transition to a new process. Provides counsel and leadership on future use of technology and business process improvements. This requires a high level of understanding of the organization's business systems and processes as well as industry-wide requirements. Must demonstrate expertise in strategic planning, tactical execution, project management, process management and business systems requirements definition.</p>	Bachelor's or Master's Degree in Computer Science, Information Systems, Business Administration, or other related field. Or equivalent work experience.	8	\$123.58
86	ACS086	Change Management Manager/Organizational Change Management (OCM) 1	<p>Supports organizational change management initiatives by assisting with communications, training, and stakeholder engagement. Helps teams adapt to system, process, or organizational changes. Provides support for OCM plans and documentation. 1-3 years of experience in the field or in a related area. Has knowledge of commonly used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Primary job functions do not typically require exercising independent judgment.</p>	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	1	\$61.61
87	ACS087	Change Management Manager/Organizational Change Management (OCM) 2	<p>Supports organizational change management initiatives by assisting with communications, training, and stakeholder engagement. Helps teams adapt to system, process, or organizational changes. Provides support for OCM plans and documentation. 4-7 years of experience in the field or in a related area. Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. A certain degree of creativity and latitude is required. Works under limited supervision with considerable latitude for the use of initiative and independent judgment.</p>	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	5	\$100.00
88	ACS088	Change Management Manager/Organizational Change Management (OCM) 3	<p>Supports organizational change management initiatives by assisting with communications, training, and stakeholder engagement. Helps teams adapt to system, process, or organizational changes. Provides support for OCM plans and documentation. 8 or more years of experience, relies on experience and judgment to plan and accomplish goals, independently performs a variety of complicated tasks, may lead and direct the work of others, a wide degree of creativity and latitude is expected.</p>	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	8	\$144.08
89	ACS089	Chief Sourcing Officer- No Variance	<p>Responsible for the development and implementation of an overall IT sourcing strategy in a multi-sourced IT environment. Acts as an integral part of the CIO's leadership team, works closely with other IT and business leaders to develop and execute the IT sourcing strategies and programs. Leads the IT Sourcing Office in evaluating and determining the most cost-effective and efficient means of sourcing, acquiring and delivering IT products and services. Responsible for making strategic decisions on what should be in-sourced and what should be outsourced based on the IT and business strategic direction. This role focuses on the sourcing at an enterprise level and is responsible for creating the governance mechanism that is necessary to continuously coordinate and integrate the teams of vendor relationship management, contract management and administration, IT project and asset management. A minimum of 10 years of experience including managing large, multiple, cross-functional team(s) and project(s) and influencing senior management and key stakeholders. Experience with vendor relationship management, contract negotiation, contract administration, project or asset management in a technology environment.</p>	Bachelor's Degree or Master's Degree in Computer Science, Information Systems, Business Administration, or other related field. Or equivalent work experience.	8	\$224.39
90	ACS090	Client Technologies Analyst 1	<p>Configures, installs, monitors and maintains IT users' desktop software and hardware; supports mobile workforce. Provides consultation to IT users for all aspects of end-user computing and desktop-based LAN systems software. Provides technical support and guidance through Tier 2 support and works with vendors to resolve Tier 3 issues. Responsible for documenting solutions to problems and developing end-user guidelines. May provide on-site training to users. Evaluates, maintains, modifies (e.g., creates macros, templates) and documents desktop application packages, participates in the testing and evaluation of new desktop packages and implements prototypes. Consults with and makes recommendations to IT users on selection of hardware and software products to address business requirements.</p>	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	1	\$61.15
91	ACS091	Client Technologies Analyst 2	<p>Configures, installs, monitors and maintains IT users' desktop software and hardware; supports mobile workforce. Provides consultation to IT users for all aspects of end-user computing and desktop-based LAN systems software. Provides technical support and guidance through Tier 2 support and works with vendors to resolve Tier 3 issues. Responsible for documenting solutions to problems and developing end-user guidelines. May provide on-site training to users. Evaluates, maintains, modifies (e.g., creates macros, templates) and documents desktop application packages, participates in the testing and evaluation of new desktop packages and implements prototypes. Consults with and makes recommendations to IT users on selection of hardware and software products to address business requirements.</p>	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	5	\$79.81

ACS Consultancy Services, Inc Approved Price List			Number of Approved Titles:	98	Last Updated:	10/10/2025
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92	ACS092	Client Technologies Analyst 3	Configures, installs, monitors and maintains IT users' desktop software and hardware; supports mobile workforce. Provides consultation to IT users for all aspects of end-user computing and desktop-based LAN systems software. Provides technical support and guidance through Tier 2 support and works with vendors to resolve Tier 3 issues. Responsible for documenting solutions to problems and developing end-user guidelines. May provide on-site training to users. Evaluates, maintains, modifies (e.g., creates macros, templates) and documents desktop application packages, participates in the testing and evaluation of new desktop packages and implements prototypes. Consults with and makes recommendations to IT users on selection of hardware and software products to address business requirements.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	8	\$95.55
93	ACS093	Client Technologies Technician 1	Configures and installs software for IT users' desktops and laptops. Involved in the installation and rollout of new software packages, upgrades and new desktop hardware. Maintains desktop software and hardware; supports mobile workforce. Provides Tier 2 support to IT users for basic software and hardware of end-user computing and desktop-based LAN systems. Troubleshoots problems using scripts and checklists as guides. Escalates to Tier 3 support when necessary. Documents problems and resolutions. May perform end-user training. Strong customer service skills are important in this position. Participates in the testing and evaluation of new desktop packages and implements prototypes.	Education: Associate's or Bachelor's Degree, or technical institute degree/certificate. Or equivalent work experience.	1	\$57.49
94	ACS094	Client Technologies Technician 2	Configures and installs software for IT users' desktops and laptops. Involved in the installation and rollout of new software packages, upgrades and new desktop hardware. Maintains desktop software and hardware; supports mobile workforce. Provides Tier 2 support to IT users for basic software and hardware of end-user computing and desktop-based LAN systems. Troubleshoots problems using scripts and checklists as guides. Escalates to Tier 3 support when necessary. Documents problems and resolutions. May perform end-user training. Strong customer service skills are important in this position. Participates in the testing and evaluation of new desktop packages and implements prototypes.	Education: Associate's or Bachelor's Degree, or technical institute degree/certificate. Or equivalent work experience.	5	\$63.32
95	ACS095	Client Technologies Technician 3	Configures and installs software for IT users' desktops and laptops. Involved in the installation and rollout of new software packages, upgrades and new desktop hardware. Maintains desktop software and hardware; supports mobile workforce. Provides Tier 2 support to IT users for basic software and hardware of end-user computing and desktop-based LAN systems. Troubleshoots problems using scripts and checklists as guides. Escalates to Tier 3 support when necessary. Documents problems and resolutions. May perform end-user training. Strong customer service skills are important in this position. Participates in the testing and evaluation of new desktop packages and implements prototypes.	Education: Associate's or Bachelor's Degree, or technical institute degree/certificate. Or equivalent work experience.	8	\$96.68
96	ACS096	Cloud Solutions Architect 1	The cloud architect is responsible for the cloud computing initiatives within an organization and for directing the architectural aspects of a cloud brokering team across all aspects of IT and the business. Responsible for the planning and engineering of an organization's cloud computing infrastructure and applications. Implements and designs hardware and software. Familiar with standard concepts, practices, and procedures of cloud technology, including Software as Service (SaaS), Platform as Service (PaaS), or Infrastructure as a Service (IaaS). 1-3 years of experience in the field or in a related area. Has knowledge of commonly used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Primary job functions do not typically require exercising independent judgment.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	1	\$116.18
97	ACS097	Cloud Solutions Architect 2	The cloud architect is responsible for the cloud computing initiatives within an organization and for directing the architectural aspects of a cloud brokering team across all aspects of IT and the business. Responsible for the planning and engineering of an organization's cloud computing infrastructure and applications. Implements and designs hardware and software. Familiar with standard concepts, practices, and procedures of cloud technology, including Software as Service (SaaS), Platform as Service (PaaS), or Infrastructure as a Service (IaaS). 4-7 years of experience in the field or in a related area. Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. A certain degree of creativity and latitude is required. Works under limited supervision with considerable latitude for the use of initiative and independent judgment.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	5	\$137.36
98	ACS098	Cloud Solutions Architect 3	The cloud architect is responsible for the cloud computing initiatives within an organization and for directing the architectural aspects of a cloud brokering team across all aspects of IT and the business. Responsible for the planning and engineering of an organization's cloud computing infrastructure and applications. Implements and designs hardware and software. Familiar with standard concepts, practices, and procedures of cloud technology, including Software as Service (SaaS), Platform as Service (PaaS), or Infrastructure as a Service (IaaS). 8 or more years of experience, relies on experience and judgment to plan and accomplish goals, independently performs a variety of complicated tasks, may lead and direct the work of others, a wide degree of creativity and latitude is expected.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	8	\$185.43
99	ACS099	Computer Operator 1	Responsible for monitoring multi-technology computing platforms including midrange platforms, mainframes and/or servers. Responsible for ensuring a stable operating environment and attaining maximum utilization of system facilities. Operates and monitors console systems and peripheral equipment such as printers, disk drives and tape readers. Troubleshoots and restores routine technical service and peripheral equipment, schedules production runs, performs system backup process, disaster recovery tests, loads tapes, disks and paper as needed. Assists programmers and systems analysts in running jobs that are used for testing and debugging new programs.	Associate's or Bachelor's Degree or technical institute degree/certificate in Computer Science, Information Systems, or other related field. Or equivalent work experience.	1	\$50.24
100	ACS100	Computer Operator 2	Responsible for monitoring multi-technology computing platforms including midrange platforms, mainframes and/or servers. Responsible for ensuring a stable operating environment and attaining maximum utilization of system facilities. Operates and monitors console systems and peripheral equipment such as printers, disk drives and tape readers. Troubleshoots and restores routine technical service and peripheral equipment, schedules production runs, performs system backup process, disaster recovery tests, loads tapes, disks and paper as needed. Assists programmers and systems analysts in running jobs that are used for testing and debugging new programs.	Associate's or Bachelor's Degree or technical institute degree/certificate in Computer Science, Information Systems, or other related field. Or equivalent work experience.	5	\$53.55

ACS Consultancy Services, Inc Approved Price List			Number of Approved Titles:	98	Last Updated:	10/10/2025
Item Number	SKU	Job Title	Job Description	Minimum Education / Certification Level	Minimum Years of Experience	NYS Contract Price (Not to Exceed Hourly Rate, Exclusive of Travel)
101	ACS101	Computer Operator 3	Responsible for monitoring multi-technology computing platforms including midrange platforms, mainframes and/or servers. Responsible for ensuring a stable operating environment and attaining maximum utilization of system facilities. Operates and monitors console systems and peripheral equipment such as printers, disk drives and tape readers. Troubleshoots and restores routine technical service and peripheral equipment, schedules production runs, performs system backup process, disaster recovery tests, loads tapes, disks and paper as needed. Assists programmers and systems analysts in running jobs that are used for testing and debugging new programs.	Associate's or Bachelor's Degree or technical institute degree/certificate in Computer Science, Information Systems, or other related field. Or equivalent work experience.	8	\$60.45
102	ACS102	Configuration Management Analyst 1	Provides Configuration Management (CM) support for the customer's software baseline control efforts. Maintains the baseline using automated CM tools. Responsible for maintaining project software and documentation inventory and configuration baselines. Establishes and maintains the CM processes and procedures. Defines and implements procedures for releasing products throughout the whole product life cycle. Serves on the Configuration Control Board (CCB). Produces builds of products for use in testing and in production; identifies and implements processes to strengthen, streamline and automate build processes; serves as an advocate for best practices; drives the development and maintenance of build automation tools; maintains the source code change control; performs distribution partner and corporate client set-ups. Performs software deficiency and change request updates and reporting. Maintains the project notebook library and software development folders. Tracks and maintains the project change requests, impact assessments, incident reports, and software change notices on a continuous basis. Measures and reports on success metrics benchmarking performance against world class measures. Supports management with technical performance data from the CM process.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	1	\$65.10
103	ACS103	Configuration Management Analyst 2	Provides Configuration Management (CM) support for the customer's software baseline control efforts. Maintains the baseline using automated CM tools. Responsible for maintaining project software and documentation inventory and configuration baselines. Establishes and maintains the CM processes and procedures. Defines and implements procedures for releasing products throughout the whole product life cycle. Serves on the Configuration Control Board (CCB). Produces builds of products for use in testing and in production; identifies and implements processes to strengthen, streamline and automate build processes; serves as an advocate for best practices; drives the development and maintenance of build automation tools; maintains the source code change control; performs distribution partner and corporate client set-ups. Performs software deficiency and change request updates and reporting. Maintains the project notebook library and software development folders. Tracks and maintains the project change requests, impact assessments, incident reports, and software change notices on a continuous basis. Measures and reports on success metrics benchmarking performance against world class measures. Supports management with technical performance data from the CM process.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	5	\$98.99
104	ACS104	Configuration Management Analyst 3	Provides Configuration Management (CM) support for the customer's software baseline control efforts. Maintains the baseline using automated CM tools. Responsible for maintaining project software and documentation inventory and configuration baselines. Establishes and maintains the CM processes and procedures. Defines and implements procedures for releasing products throughout the whole product life cycle. Serves on the Configuration Control Board (CCB). Produces builds of products for use in testing and in production; identifies and implements processes to strengthen, streamline and automate build processes; serves as an advocate for best practices; drives the development and maintenance of build automation tools; maintains the source code change control; performs distribution partner and corporate client set-ups. Performs software deficiency and change request updates and reporting. Maintains the project notebook library and software development folders. Tracks and maintains the project change requests, impact assessments, incident reports, and software change notices on a continuous basis. Measures and reports on success metrics benchmarking performance against world class measures. Supports management with technical performance data from the CM process.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	8	\$100.65
105	ACS105	Contracts Manager- No Variance	Manages and controls the contractual relationship with service providers. Coordinates contract activities, including contract development, negotiation and transition. Monitors vendor contracts to ensure terms and conditions are met. Defines and manages vendor penalties and incentives, if performance does not meet or exceed established criteria. Creates, negotiates and incorporates contract amendments, renegotiating the contract, if required, to accommodate scope changes or changes in organization requirements. Reviews contract budget variances and takes corrective action as needed.	Bachelor's Degree in Business Administration, or other related field. Or equivalent work experience.	5	\$113.08
106	ACS106	Data Analyst/Report Writer 1	Data reporting analysts transform data into information that can be utilized to make business decisions and actions. Their work involves acquiring data from other sources, creating reports on a regular basis, correcting any code issues, and ensuring that databases remain error-free and organized. Responsible for designing, developing, and delivering reports and business intelligence solutions. Works with stakeholders to gather requirements, prepare data, and ensure reporting meets business needs. Creates dashboards and data visualizations to support decision making. 1-3 years of experience in the field or in a related area. Has knowledge of commonly used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Primary job functions do not typically require exercising independent judgment.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	1	\$54.87

ACS Consultancy Services, Inc Approved Price List			Number of Approved Titles:	98	Last Updated:	10/10/2025
Item Number	SKU	Job Title	Job Description	Minimum Education / Certification Level	Minimum Years of Experience	NYS Contract Price (Not to Exceed Hourly Rate, Exclusive of Travel)
107	ACS107	Data Analyst/Report Writer 2	Data reporting analysts transform data into information that can be utilized to make business decisions and actions. Their work involves acquiring data from other sources, creating reports on a regular basis, correcting any code issues, and ensuring that databases remain error-free and organized. Responsible for designing, developing, and delivering reports and business intelligence solutions. Works with stakeholders to gather requirements, prepare data, and ensure reporting meets business needs. Creates dashboards and data visualizations to support decision making. 4-7 years of experience in the field or in a related area. Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. A certain degree of creativity and latitude is required. Works under limited supervision with considerable latitude for the use of initiative and independent judgment.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	5	\$90.63
108	ACS108	Data Analyst/Report Writer 3	Data reporting analysts transform data into information that can be utilized to make business decisions and actions. Their work involves acquiring data from other sources, creating reports on a regular basis, correcting any code issues, and ensuring that databases remain error-free and organized. Responsible for designing, developing, and delivering reports and business intelligence solutions. Works with stakeholders to gather requirements, prepare data, and ensure reporting meets business needs. Creates dashboards and data visualizations to support decision making. 8 or more years of experience, relies on experience and judgment to plan and accomplish goals, independently performs a variety of complicated tasks, may lead and direct the work of others, a wide degree of creativity and latitude is expected.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	8	\$147.25
109	ACS109	Data Architect 1	Responsible for enterprise-wide data design, balancing optimization of data access with batch loading and resource utilization factors. Knowledgeable in most aspects of designing and constructing data architectures, operational data stores, and data marts. Focuses on enterprise-wide data modeling and database design. Defines data architecture standards, policies and procedures for the organization, structure, attributes and nomenclature of data elements, and applies accepted data content standards to technology projects. Responsible for business analysis, data acquisition and access analysis and design, Database Management Systems optimization, recovery strategy and load strategy design and implementation.	Bachelor's or Master's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	1	\$99.64
110	ACS110	Data Architect 2	Responsible for enterprise-wide data design, balancing optimization of data access with batch loading and resource utilization factors. Knowledgeable in most aspects of designing and constructing data architectures, operational data stores, and data marts. Focuses on enterprise-wide data modeling and database design. Defines data architecture standards, policies and procedures for the organization, structure, attributes and nomenclature of data elements, and applies accepted data content standards to technology projects. Responsible for business analysis, data acquisition and access analysis and design, Database Management Systems optimization, recovery strategy and load strategy design and implementation.	Bachelor's or Master's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	5	\$134.40
111	ACS111	Data Architect 3	Responsible for enterprise-wide data design, balancing optimization of data access with batch loading and resource utilization factors. Knowledgeable in most aspects of designing and constructing data architectures, operational data stores, and data marts. Focuses on enterprise-wide data modeling and database design. Defines data architecture standards, policies and procedures for the organization, structure, attributes and nomenclature of data elements, and applies accepted data content standards to technology projects. Responsible for business analysis, data acquisition and access analysis and design, Database Management Systems optimization, recovery strategy and load strategy design and implementation.	Bachelor's or Master's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	8	\$167.62
112	ACS112	Data Modeler 1	Systems Analysts who design computer databases that translate complex business data into usable computer systems. Data Modelers work with data architects to design databases that meet organizational needs using conceptual, logical, and physical data models. Responsible for designing, implementing, and documenting data architecture and data modeling solutions, including the use of relational, dimensional, and NoSQL databases. Works with business and technical teams to ensure models meet organizational needs. 4-7 years of experience in the field or in a related area. Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. A certain degree of creativity and latitude is required. Works under limited supervision with considerable latitude for the use of initiative and independent judgment.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	1	\$79.65
113	ACS113	Data Modeler 2	Systems Analysts who design computer databases that translate complex business data into usable computer systems. Data Modelers work with data architects to design databases that meet organizational needs using conceptual, logical, and physical data models. Responsible for designing, implementing, and documenting data architecture and data modeling solutions, including the use of relational, dimensional, and NoSQL databases. Works with business and technical teams to ensure models meet organizational needs. 4-7 years of experience in the field or in a related area. Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. A certain degree of creativity and latitude is required. Works under limited supervision with considerable latitude for the use of initiative and independent judgment.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	5	\$110.71
114	ACS114	Data Modeler 3	Systems Analysts who design computer databases that translate complex business data into usable computer systems. Data Modelers work with data architects to design databases that meet organizational needs using conceptual, logical, and physical data models. Responsible for designing, implementing, and documenting data architecture and data modeling solutions, including the use of relational, dimensional, and NoSQL databases. Works with business and technical teams to ensure models meet organizational needs. 8 or more years of experience, relies on experience and judgment to plan and accomplish goals, independently performs a variety of complicated tasks, may lead and direct the work of others, a wide degree of creativity and latitude is expected.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	8	\$152.32

ACS Consultancy Services, Inc Approved Price List			Number of Approved Titles:	98	Last Updated:	10/10/2025
Item Number	SKU	Job Title	Job Description	Minimum Education / Certification Level	Minimum Years of Experience	NYS Contract Price (Not to Exceed Hourly Rate, Exclusive of Travel)
115	ACS115	Data Scientist (Big Data Engineer) 1	A data scientist (big data engineer) is someone who makes value out of data. Such a person proactively fetches information from various sources and analyzes it for better understanding about how the business performs and builds AI tools that automate certain processes within the company. Designs, develops, and implements data-driven solutions using big data tools and frameworks. Works with large datasets to perform data cleansing, transformation, and analysis. Develops predictive models and machine learning algorithms. 1-3 years of experience in the field or in a related area. Has knowledge of commonly used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Primary job functions do not typically require exercising independent judgment.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	1	\$87.30
116	ACS116	Data Scientist (Big Data Engineer) 2	A data scientist (big data engineer) is someone who makes value out of data. Such a person proactively fetches information from various sources and analyzes it for better understanding about how the business performs and builds AI tools that automate certain processes within the company. Designs, develops, and implements data-driven solutions using big data tools and frameworks. Works with large datasets to perform data cleansing, transformation, and analysis. Develops predictive models and machine learning algorithms. 4-7 years of experience in the field or in a related area. Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. A certain degree of creativity and latitude is required. Works under limited supervision with considerable latitude for the use of initiative and independent judgment.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	5	\$112.00
117	ACS117	Data Scientist (Big Data Engineer) 3	A data scientist (big data engineer) is someone who makes value out of data. Such a person proactively fetches information from various sources and analyzes it for better understanding about how the business performs and builds AI tools that automate certain processes within the company. Designs, develops, and implements data-driven solutions using big data tools and frameworks. Works with large datasets to perform data cleansing, transformation, and analysis. Develops predictive models and machine learning algorithms. 8 or more years of experience, relies on experience and judgment to plan and accomplish goals, independently performs a variety of complicated tasks, may lead and direct the work of others, a wide degree of creativity and latitude is expected.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	8	\$142.24
118	ACS118	Data Security Analyst 1	Responsible for installing and uninstalling various security programs These programs often protect sensitive data using firewalls and data-encryption technology, and they must be updated on a regular basis to remove bugs and add new features. Monitors computer networks for security issues, installs security software, and documents any security issues or breaches. Works to ensure that sensitive data is protected and compliance standards are met. Provides recommendations to improve security posture. 1-3 years of experience in the field or in a related area. Has knowledge of commonly used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Primary job functions do not typically require exercising independent judgment.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	1	\$91.78
119	ACS119	Data Security Analyst 2	Responsible for installing and uninstalling various security programs These programs often protect sensitive data using firewalls and data-encryption technology, and they must be updated on a regular basis to remove bugs and add new features. Monitors computer networks for security issues, installs security software, and documents any security issues or breaches. Works to ensure that sensitive data is protected and compliance standards are met. Provides recommendations to improve security posture. 4-7 years of experience in the field or in a related area. Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. A certain degree of creativity and latitude is required. Works under limited supervision with considerable latitude for the use of initiative and independent judgment.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	5	\$105.08
120	ACS120	Data Security Analyst 3	Responsible for installing and uninstalling various security programs These programs often protect sensitive data using firewalls and data-encryption technology, and they must be updated on a regular basis to remove bugs and add new features. Monitors computer networks for security issues, installs security software, and documents any security issues or breaches. Works to ensure that sensitive data is protected and compliance standards are met. Provides recommendations to improve security posture. 8 or more years of experience, relies on experience and judgment to plan and accomplish goals, independently performs a variety of complicated tasks, may lead and direct the work of others, a wide degree of creativity and latitude is expected.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	8	\$131.12
121	ACS121	Data Security Specialist- No Variance	Responsible for the planning, design, enforcement and audit of security policies and procedures which safeguard the integrity of and access to enterprise systems, files and data elements. Responsible for acting on security violations. Maintains knowledge of changing technologies, and provides recommendations for adaptation of new technologies or policies. Recognizes and identifies potential areas where existing data security policies and procedures require change, or where new ones need to be developed, especially regarding future business expansion. Provides management with risk assessments and security briefings to advise them of critical issues that may affect customer, or corporate security objectives. Evaluates and recommends security products, services and/or procedures to enhance productivity and effectiveness. Oversees security awareness programs and provides education on security policies and practices.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	5	\$110.25
122	ACS122	Data Warehouse Administrator- No Variance	Provides data warehouse support functions including database maintenance, development and enhancement. Performs database administration functions such as loading data into database from external sources, supports users in constructing queries and generating output files. Responsible for on-going design and performance enhancement, which include reviewing queries for performance issues, estimating, monitoring and tuning the warehouse as it operates. Develops and administers processes to ensure interoperability and security of data warehouse system. Must possess a strong understanding of source data, data modeling, and data repository requirements.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	5	\$127.04

ACS Consultancy Services, Inc Approved Price List			Number of Approved Titles:	98	Last Updated:	10/10/2025
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123	ACS123	Data Warehouse Analyst 1	<p>Responsible for gathering and assessing business information needs and preparing system requirements. Performs analyses, development and evaluation of data mining in a data warehouse environment which includes data design, database architecture, metadata and repository creation. Uses data mining and data analysis tools. Reviews and validates data loaded into the data warehouse for accuracy. Interacts with user community to produce reporting requirements. Provides technical consulting to users of the various data warehouses and advises users on conflicts and inappropriate data usage.</p> <p>Responsible for prototyping solutions, preparing test scripts, and conducting tests and for data replication, extraction, loading, cleansing, and data modeling for data warehouses. Maintains knowledge of software tools, languages, scripts, and shells that effectively support the data warehouse environment in different operating system environments. Possesses working knowledge of Relational Database Management Systems (RDBMS) and data warehouse front-end tools. Must have an extensive knowledge of data warehouse and data mart concepts.</p>	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work	1	\$86.80
124	ACS124	Data Warehouse Analyst 2	<p>Responsible for gathering and assessing business information needs and preparing system requirements. Performs analyses, development and evaluation of data mining in a data warehouse environment which includes data design, database architecture, metadata and repository creation. Uses data mining and data analysis tools. Reviews and validates data loaded into the data warehouse for accuracy. Interacts with user community to produce reporting requirements. Provides technical consulting to users of the various data warehouses and advises users on conflicts and inappropriate data usage.</p> <p>Responsible for prototyping solutions, preparing test scripts, and conducting tests and for data replication, extraction, loading, cleansing, and data modeling for data warehouses. Maintains knowledge of software tools, languages, scripts, and shells that effectively support the data warehouse environment in different operating system environments. Possesses working knowledge of Relational Database Management Systems (RDBMS) and data warehouse front-end tools. Must have an extensive knowledge of data warehouse and data mart concepts.</p>	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work	5	\$103.78
125	ACS125	Data Warehouse Analyst 3	<p>Responsible for gathering and assessing business information needs and preparing system requirements. Performs analyses, development and evaluation of data mining in a data warehouse environment which includes data design, database architecture, metadata and repository creation. Uses data mining and data analysis tools. Reviews and validates data loaded into the data warehouse for accuracy. Interacts with user community to produce reporting requirements. Provides technical consulting to users of the various data warehouses and advises users on conflicts and inappropriate data usage.</p> <p>Responsible for prototyping solutions, preparing test scripts, and conducting tests and for data replication, extraction, loading, cleansing, and data modeling for data warehouses. Maintains knowledge of software tools, languages, scripts, and shells that effectively support the data warehouse environment in different operating system environments. Possesses working knowledge of Relational Database Management Systems (RDBMS) and data warehouse front-end tools. Must have an extensive knowledge of data warehouse and data mart concepts.</p>	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work	8	\$126.80
126	ACS126	Database Administrator 1	<p>Enters codes to create production data base. Selects and enters codes of utility program to monitor database performance, such as distribution of records and amount of available memory. Directs programmers and analysts to make changes to data base management system. Reviews and corrects programs. Answers user questions. Confers with coworkers to determine impact of data base changes on other systems and staff cost for making changes to data base. Modifies data base programs to increase processing performance, referred to as performance tuning. Workers typically specialize in one or more types of data base management systems. Providing assistance in the planning, development, maintenance, and monitoring of integrated database systems, and ensuring that the conceptual and design phases of new applications are consistent with the structural parameters within the database environment. Evaluates users' requests for new data elements and systems, incorporates them into the existing shared data environment, and provides technical assistance. Coordinates the use of data to ensure data integrity and control redundancy, loads databases, and reorganizes as needed.</p>	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	1	\$98.21
127	ACS127	Database Administrator 2	<p>Manages and maintains all production and non-production databases. Responsible for standards and design of physical data storage, maintenance, access and security administration. Performs backup and recovery on Database Management Systems, configures database parameters, and prototype designs against logical data models, defines data repository requirements, data dictionaries and warehousing requirements. This position optimizes database access and allocates/re-allocates database resources for optimum configuration, database performance and cost.</p>	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work	5	\$123.69

ACS Consultancy Services, Inc Approved Price List			Number of Approved Titles:	98	Last Updated:	10/10/2025
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128	ACS128	Database Administrator 3	Enters codes to create production data base. Selects and enters codes of utility program to monitor database performance, such as distribution of records and amount of available memory. Directs programmers and analysts to make changes to data base management system. Reviews and corrects programs. Answers user questions. Confers with coworkers to determine impact of data base changes on other systems and staff cost for making changes to data base. Modifies data base programs to increase processing performance, referred to as performance tuning. Workers typically specialize in one or more types of data base management systems. Providing assistance in the planning, development, maintenance, and monitoring of integrated database systems, and ensuring that the conceptual and design phases of new applications are consistent with the structural parameters within the database environment. Evaluates users' requests for new data elements and systems, incorporates them into the existing shared data environment, and provides technical assistance. Coordinates the use of data to ensure data integrity and control redundancy, loads databases, and reorganizes as needed.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	8	\$144.24
129	ACS129	Database Analyst 1	Responsible for designing, modeling, developing and supporting Database Management Systems (DBMS). Analyzes data requirements, application and processing architectures, data dictionaries, and database schema(s), and then designs, develops, amends, optimizes, and certifies database schema design to meet system(s) requirements. Gathers, analyzes, and normalizes relevant information related to, and from business processes, functions, and operations to evaluate data credibility and determine relevance and meaning. Develops database and warehousing designs across multiple platforms and computing environments. Develops an overall data architecture that supports the information needs of the business in a flexible but secure environment.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	1	\$97.61
130	ACS130	Database Analyst 2	Responsible for designing, modeling, developing and supporting Database Management Systems (DBMS). Analyzes data requirements, application and processing architectures, data dictionaries, and database schema(s), and then designs, develops, amends, optimizes, and certifies database schema design to meet system(s) requirements. Gathers, analyzes, and normalizes relevant information related to, and from business processes, functions, and operations to evaluate data credibility and determine relevance and meaning. Develops database and warehousing designs across multiple platforms and computing environments. Develops an overall data architecture that supports the information needs of the business in a flexible but secure environment.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	5	\$114.90
131	ACS131	Database Analyst 3	Responsible for designing, modeling, developing and supporting Database Management Systems (DBMS). Analyzes data requirements, application and processing architectures, data dictionaries, and database schema(s), and then designs, develops, amends, optimizes, and certifies database schema design to meet system(s) requirements. Gathers, analyzes, and normalizes relevant information related to, and from business processes, functions, and operations to evaluate data credibility and determine relevance and meaning. Develops database and warehousing designs across multiple platforms and computing environments. Develops an overall data architecture that supports the information needs of the business in a flexible but secure environment.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	8	\$129.28
132	ACS132	Database Architect 1	Designs and builds relational databases. Develops strategies for data acquisitions, archive recovery, and implementation of a database. Cleans and maintains the database by removing and deleting old data. Must be able to design, develop and manipulate database management systems, data warehouses and multidimensional databases. Requires a depth and breadth of database knowledge that shall help with formal design of relational databases and provides insight into strategic data manipulation. Responsible for making sure an organization's strategic goals are optimized through the use of enterprise data standards. This frequently involves creating and maintaining a centralized registry of metadata. 1-3 years of experience in the field or in a related area. Has knowledge of commonly used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Primary job functions do not typically require exercising independent judgment.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	1	\$144.24
133	ACS133	Database Architect 2	Designs and builds relational databases. Develops strategies for data acquisitions, archive recovery, and implementation of a database. Cleans and maintains the database by removing and deleting old data. Must be able to design, develop and manipulate database management systems, data warehouses and multidimensional databases. Requires a depth and breadth of database knowledge that shall help with formal design of relational databases and provides insight into strategic data manipulation. Responsible for making sure an organization's strategic goals are optimized through the use of enterprise data standards. This frequently involves creating and maintaining a centralized registry of metadata. 4-7 years of experience in the field or in a related area. Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. A certain degree of creativity and latitude is required. Works under limited supervision with considerable latitude for the use of initiative and independent judgment.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	5	\$160.00
134	ACS134	Database Architect 3	Designs and builds relational databases. Develops strategies for data acquisitions, archive recovery, and implementation of a database. Cleans and maintains the database by removing and deleting old data. Must be able to design, develop and manipulate database management systems, data warehouses and multidimensional databases. Requires a depth and breadth of database knowledge that shall help with formal design of relational databases and provides insight into strategic data manipulation. Responsible for making sure an organization's strategic goals are optimized through the use of enterprise data standards. This frequently involves creating and maintaining a centralized registry of metadata. 8 or more years of experience, relies on experience and judgment to plan and accomplish goals, independently performs a variety of complicated tasks, may lead and direct the work of others, a wide degree of creativity and latitude is expected.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	8	\$179.60

ACS Consultancy Services, Inc Approved Price List			Number of Approved Titles:	98	Last Updated:	10/10/2025
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135	ACS135	Database Manager 1	Responsible for ensuring the design, maintenance and implementation of database management systems, which provides the organization with orderly methods of data storage and controlled access to data. Possesses the technical expertise to provide leadership and manage the design and development of the organization's database environment. Ensures the design and installation of database management system applications and the establishment of the appropriate linkages to existing database applications and to other data processing systems. Ensures the development of a backup and recovery scheme for the database environment and the development and implementation of disaster recovery and business continuance procedures.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	1	\$145.18
136	ACS136	Database Manager 2	Responsible for ensuring the design, maintenance and implementation of database management systems, which provides the organization with orderly methods of data storage and controlled access to data. Possesses the technical expertise to provide leadership and manage the design and development of the organization's database environment. Ensures the design and installation of database management system applications and the establishment of the appropriate linkages to existing database applications and to other data processing systems. Ensures the development of a backup and recovery scheme for the database environment and the development and implementation of disaster recovery and business continuance procedures.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	5	\$163.17
137	ACS137	Database Manager 3	Responsible for ensuring the design, maintenance and implementation of database management systems, which provides the organization with orderly methods of data storage and controlled access to data. Possesses the technical expertise to provide leadership and manage the design and development of the organization's database environment. Ensures the design and installation of database management system applications and the establishment of the appropriate linkages to existing database applications and to other data processing systems. Ensures the development of a backup and recovery scheme for the database environment and the development and implementation of disaster recovery and business continuance procedures.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	8	\$172.32
138	ACS138	Decision Support Administrator 1	Supports the user community in the use of business intelligence tools to query files and databases for report outputs. Assists customers in use of OLAP tools, extracts and collects data for performing queries and writing reports. Reviews queries for performance issues, making changes as needed. Participates in the design and development of the system, as well as creation of user documentation. Monitors customer usage, upgrades enterprise-wide OLAP query and reporting tools, monitors batch queries and ensures interoperability and security of various front-end components. Maintains meta data coordination, and supports production system. <u>Needed knowledge includes process and data modeling and data architectural development methodologies.</u>	Bachelor's or Master's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	1	\$89.50
139	ACS139	Decision Support Administrator 2	Supports the user community in the use of business intelligence tools to query files and databases for report outputs. Assists customers in use of OLAP tools, extracts and collects data for performing queries and writing reports. Reviews queries for performance issues, making changes as needed. Participates in the design and development of the system, as well as creation of user documentation. Monitors customer usage, upgrades enterprise-wide OLAP query and reporting tools, monitors batch queries and ensures interoperability and security of various front-end components. Maintains meta data coordination, and supports production system. <u>Needed knowledge includes process and data modeling and data architectural development methodologies.</u>	Bachelor's or Master's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	5	\$108.98
140	ACS140	Decision Support Administrator 3	Supports the user community in the use of business intelligence tools to query files and databases for report outputs. Assists customers in use of OLAP tools, extracts and collects data for performing queries and writing reports. Reviews queries for performance issues, making changes as needed. Participates in the design and development of the system, as well as creation of user documentation. Monitors customer usage, upgrades enterprise-wide OLAP query and reporting tools, monitors batch queries and ensures interoperability and security of various front-end components. Maintains meta data coordination, and supports production system. <u>Needed knowledge includes process and data modeling and data architectural development methodologies.</u>	Bachelor's or Master's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	8	\$138.11
141	ACS141	Decision Support Specialist 1	Supports the user community in the use of business intelligence tools to query files and databases for report outputs. Assists customers in use of OLAP tools, extracts and collects data for performing queries and writing reports. Reviews queries for performance issues, making changes as needed. Participates in the design and development of the system, as well as creation of user documentation. Monitors customer usage, upgrades enterprise-wide OLAP query and reporting tools, monitors batch queries and ensures interoperability and security of various front-end components. Maintains meta data coordination, and supports production system. <u>Needed knowledge includes process and data modeling and data architectural development methodologies.</u>	Bachelor's or Master's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	1	\$70.88
142	ACS142	Decision Support Specialist 2	Supports the user community in the use of business intelligence tools to query files and databases for report outputs. Assists customers in use of OLAP tools, extracts and collects data for performing queries and writing reports. Reviews queries for performance issues, making changes as needed. Participates in the design and development of the system, as well as creation of user documentation. Monitors customer usage, upgrades enterprise-wide OLAP query and reporting tools, monitors batch queries and ensures interoperability and security of various front-end components. Maintains meta data coordination, and supports production system. <u>Needed knowledge includes process and data modeling and data architectural development methodologies.</u>	Bachelor's or Master's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	5	\$84.87
143	ACS143	Decision Support Specialist 3	Supports the user community in the use of business intelligence tools to query files and databases for report outputs. Assists customers in use of OLAP tools, extracts and collects data for performing queries and writing reports. Reviews queries for performance issues, making changes as needed. Participates in the design and development of the system, as well as creation of user documentation. Monitors customer usage, upgrades enterprise-wide OLAP query and reporting tools, monitors batch queries and ensures interoperability and security of various front-end components. Maintains meta data coordination, and supports production system. <u>Needed knowledge includes process and data modeling and data architectural development methodologies.</u>	Bachelor's or Master's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	8	\$97.80

ACS Consultancy Services, Inc Approved Price List			Number of Approved Titles:	98	Last Updated:	10/10/2025
Item Number	SKU	Job Title	Job Description	Minimum Education / Certification Level	Minimum Years of Experience	NYS Contract Price (Not to Exceed Hourly Rate, Exclusive of Travel)
144	ACS144	Developer/Programmer Analyst 3	Plans, develops, tests, and documents computer programs, applying knowledge of programming techniques and computer systems. Evaluates user request for new or modified program, analyzing and developing specifications for bridge design, to determine feasibility, cost and time required, compatibility with current system, and computer capabilities. Consults with user to identify current operating procedures and clarify program objectives. Formulates plan outlining steps required to develop program, using methodologies such as structured analysis and design or object-oriented development. 8 or more years of experience, relies on experience and judgment to plan and accomplish goals, independently performs a variety of complicated tasks, may lead and direct the work of others, a wide degree of creativity and latitude is expected.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	8	\$104.50
145	ACS145	DevOps Engineer 1	Works with IT developers to facilitate better coordination among operations, development, and testing functions by automating and streamlining integration and deployment processes. DevOps aims at coupling a tighter alignment between IT operations and businesses. 1-3 years of experience in the field or in a related area. Has knowledge of commonly used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Primary job functions do not typically require exercising independent judgment.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	1	\$92.44
146	ACS146	DevOps Engineer 2	Works with IT developers to facilitate better coordination among operations, development, and testing functions by automating and streamlining integration and deployment processes. DevOps aims at coupling a tighter alignment between IT operations and businesses. 4-7 years of experience in the field or in a related area. Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. A certain degree of creativity and latitude is required. Works under limited supervision with considerable latitude for the use of initiative and independent judgment.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	8	\$121.86
147	ACS147	DevOps Engineer 3	Works with IT developers to facilitate better coordination among operations, development, and testing functions by automating and streamlining integration and deployment processes. DevOps aims at coupling a tighter alignment between IT operations and businesses. 8 or more years of experience, relies on experience and judgment to plan and accomplish goals, independently performs a variety of complicated tasks, a wide degree of creativity and latitude is expected.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	8	\$166.85
148	ACS148	Digital Product Manager 1	Responsible for overseeing the development and management of digital products, ensuring they meet customer needs and business goals. Works with cross-functional teams including developers, designers, and marketers to define product vision and strategy. 1-3 years of experience in the field or in a related area. Has knowledge of commonly used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Primary job functions do not typically require exercising independent judgment.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	1	\$101.54
149	ACS149	Digital Product Manager 2	Responsible for overseeing the development and management of digital products, ensuring they meet customer needs and business goals. Works with cross-functional teams including developers, designers, and marketers to define product vision and strategy. 4-7 years of experience in the field or in a related area. Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. A certain degree of creativity and latitude is required. Works under limited supervision with considerable latitude for the use of initiative and independent judgment.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	5	\$137.07
150	ACS150	Digital Product Manager 3	Responsible for overseeing the development and management of digital products, ensuring they meet customer needs and business goals. Works with cross-functional teams including developers, designers, and marketers to define product vision and strategy. 8 or more years of experience, relies on experience and judgment to plan and accomplish goals, independently performs a variety of complicated tasks, may lead and direct the work of others, a wide degree of creativity and latitude is expected.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	8	\$193.94
151	ACS151	Director Systems and Programming 1	Responsible for the full systems development life cycle management of projects/programs. Provides direction for technical and business resources. Actively participates in long-range strategy planning and manages policy development to address complex business issues, provides leadership to cross-functional teams. Serves as the primary point of contact from project/program inception to delivery. Defines and develops project management infrastructure, manages a methodology driven quality plan, monitors and controls the quality of the deliverable, as well as manages the project completion process through customer acceptance. Works with business unit managers and forms alliances on projects, operational decisions, scheduling requirements/conflicts and vendor contract clarification. Senior level management in systems analysis and applications development. Has overall responsibility for department decisions and management. Provides strategic direction, coaches and mentors more junior management staff and/or senior technical staff. Accountable for IT functional/departmental results. Frequently reports to a Chief Information Officer or Chief Technology Officer.	Bachelor's or Master's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	1	\$149.37
152	ACS152	Director Systems and Programming 2	Responsible for the full systems development life cycle management of projects/programs. Provides direction for technical and business resources. Actively participates in long-range strategy planning and manages policy development to address complex business issues, provides leadership to cross-functional teams. Serves as the primary point of contact from project/program inception to delivery. Defines and develops project management infrastructure, manages a methodology driven quality plan, monitors and controls the quality of the deliverable, as well as manages the project completion process through customer acceptance. Works with business unit managers and forms alliances on projects, operational decisions, scheduling requirements/conflicts and vendor contract clarification. Senior level management in systems analysis and applications development. Has overall responsibility for department decisions and management. Provides strategic direction, coaches and mentors more junior management staff and/or senior technical staff. Accountable for IT functional/departmental results. Frequently reports to a Chief Information Officer or Chief Technology Officer.	Bachelor's or Master's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	5	\$167.70

ACS Consultancy Services, Inc Approved Price List			Number of Approved Titles:	98	Last Updated:	10/10/2025
Item Number	SKU	Job Title	Job Description	Minimum Education / Certification Level	Minimum Years of Experience	NYS Contract Price (Not to Exceed Hourly Rate, Exclusive of Travel)
153	ACS153	Director Systems and Programming 3	Responsible for the full systems development life cycle management of projects/programs. Provides direction for technical and business resources. Actively participates in long-range strategy planning and manages policy development to address complex business issues, provides leadership to cross-functional teams. Serves as the primary point of contact from project/program inception to delivery. Defines and develops project management infrastructure, manages a methodology driven quality plan, monitors and controls the quality of the deliverable, as well as manages the project completion process through customer acceptance. Works with business unit managers and forms alliances on projects, operational decisions, scheduling requirements/conflicts and vendor contract clarification. Senior level management in systems analysis and applications development. Has overall responsibility for department decisions and management. Provides strategic direction, coaches and mentors more junior management staff and/or senior technical staff. Accountable for IT functional/departmental results. Frequently reports to a Chief Information Officer or Chief Technology Officer.	Bachelor's or Master's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	8	\$204.52
154	ACS154	Director, Business Relationships- No Variance	Overall responsibility for serving as the strategic interface with assigned business units for the purpose of business/IT strategy development, solution discovery, service management, risk management and relationship management. Serves as the business relationship linkage between the business units and IT (at the executive level). Provides highly-valued strategic consulting level support and guidance through key IT initiatives. Communicates decisions, priorities and relevant project information to appropriate levels of staff regarding business unit requests, projects and initiatives. Proactively shares knowledge of technology risks and opportunities to build competitive advantage and improve efficiency and effectiveness of business units. Proactively serves as a "trusted advisor", and is the primary point of contact from IT for business line executives, managers and key contacts and represents IT in selling IT services and capabilities. Provides support in delivering technology products and services to ensure business satisfaction. Strives to be a valued and preferred IT service provider to all business partners. Focuses on strategic initiatives and plans, proactive, anticipatory and driving in nature and provides significant value to business units. Facilitates the planning and execution of business changes through the use of technology. Serves a lead role in enabling the business to achieve their objectives through the effective use of technology. A minimum of 10 years of IT and business work experience with a broad range of exposure to various technical environments and business segments. At least 3 years of experience with managing team(s) responsible in strategic planning, business development or client management and working with a broad range of diverse and complicated business units. Must possess very strong business acumen.	Bachelor's or Master's Degree in Computer Science, Information Systems, Business Administration, or other related field. Or equivalent work experience.	8	\$236.39
155	ACS155	Director, Data Center Operations- No Variance	Responsible for the overall enterprise-wide effectiveness and efficiency of data center technology systems and networks and in ensuring high levels of customer satisfaction are maintained. Leads the migration to new technologies, evaluates processing performance relating to machine utilization and reliability, and forecasts financial, physical, and human resource needs to meet established objectives. Oversees and coordinates network/data operations, business continuance and restoration plans that isolate problems and implement pre-planned alternative routes or systems to restore service. Senior level management in data center operations and management functions. Has overall responsibility for department decisions and management. Provides strategic direction, coaches and mentors more junior management staff. Accountable for IT functional/departmental results. Frequently reports to a Chief Information Officer or IT Chief Operating Officer.	Bachelor's or Master's Degree in Computer Science, Information Systems, Business Administration, or other related field. Or equivalent work experience.	10	\$186.51
156	ACS156	Director, Data Warehouse 1	Responsible for the overall architecture, design, development, and maintenance of data warehousing and data mart systems and services for the entire enterprise's business function. Works closely with customers from a strategic perspective to identify and maximize opportunities to utilize data marts and/or data warehouse systems to improve business processes, promote the strategic use of information technology, and enable the work force to use technologies as a competitive tool. Ensures the development of enterprise-wide standards for the Data Warehouse to ensure compatibility and integration of multi-vendor platforms. Responsible for organizational balance and system coherency between front-end desktop/client environment and Data Warehouse back-end processing functions. Provides corporate leadership, vision, and direction for data warehouse systems, in support of the enterprise's business objectives and requirements.	Bachelor's or Master's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	10	\$161.44
157	ACS157	Director, Data Warehouse 2	Responsible for the overall architecture, design, development, and maintenance of data warehousing and data mart systems and services for the entire enterprise's business function. Works closely with customers from a strategic perspective to identify and maximize opportunities to utilize data marts and/or data warehouse systems to improve business processes, promote the strategic use of information technology, and enable the work force to use technologies as a competitive tool. Ensures the development of enterprise-wide standards for the Data Warehouse to ensure compatibility and integration of multi-vendor platforms. Responsible for organizational balance and system coherency between front-end desktop/client environment and Data Warehouse back-end processing functions. Provides corporate leadership, vision, and direction for data warehouse systems, in support of the enterprise's business objectives and requirements.	Bachelor's or Master's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	10	\$194.54

ACS Consultancy Services, Inc Approved Price List			Number of Approved Titles:	98	Last Updated:	10/10/2025
Item Number	SKU	Job Title	Job Description	Minimum Education / Certification Level	Minimum Years of Experience	NYS Contract Price (Not to Exceed Hourly Rate, Exclusive of Travel)
158	ACS158	Director, Data Warehouse 3	Responsible for the overall architecture, design, development, and maintenance of data warehousing and data mart systems and services for the entire enterprise's business function. Works closely with customers from a strategic perspective to identify and maximize opportunities to utilize data marts and/or data warehouse systems to improve business processes, promote the strategic use of information technology, and enable the work force to use technologies as a competitive tool. Ensures the development of enterprise-wide standards for the Data Warehouse to ensure compatibility and integration of multi-vendor platforms. Responsible for organizational balance and system coherency between front-end desktop/client environment and Data Warehouse back-end processing functions. Provides corporate leadership, vision, and direction for data warehouse systems, in support of the enterprise's business objectives and requirements.	Bachelor's or Master's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	10	\$243.93
159	ACS159	Director, Enterprise Architecture- No Variance	Leads the creation and/or evolution of the enterprise architecture function/program including coordination of an appropriately balanced pursuit of enterprise business, information, technical and solution architectures. Leads the identification and analysis of enterprise business drivers to develop enterprise architecture requirements. Analyzes technology industry and market trends and determines potential impact upon the enterprise. Leads the development of enterprise architecture governance structure based on business and IT strategies. Oversees enterprise architecture implementation and ongoing refinement activities. Directs the development and execution of a communication (including education) plan for enterprise architecture standards. Acts as a sounding board or consultant to IT and business leaders in the development of IT solutions for business needs. A minimum of 10 years of IT and business/industry work experience including architecture design and deployment, systems lifecycle management and infrastructure planning and operations, with 3 years of leadership experience in managing multiple, large, cross-functional teams or projects, and influencing senior level management and key stakeholders.	Bachelor's or Master's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	10	\$242.40
160	ACS160	Director, HR/IT- No Variance	Acts as the strategic liaison between HR and IT. Provides HR leadership support and counsel to the IT organization in the areas of workforce planning, recruiting, training and career development, organization design, performance management, compensation, recognition and change management. Works with CIO and IT leadership team to develop a people strategy that supports the goals of the IT organization. Develop action plans and strategies to address particular IT workforce needs. Promotes innovation and continuous improvement in the IT organization. Works with the IT leadership team to drive broad cultural change and position the organization for long-term success by helping to build a high performing IT workforce. Analyzes and presents information to the IT leadership team that enables good decision making and encourages the focus around key people issues. Ensures IT human capital management practices and programs align with and are in compliance with corporate HR policies and standards. This position may have a joint reporting function into human resources and senior IT leadership (the CIO). This is a multifaceted position requiring a broad combination of skills spanning human resources, general management capabilities, and a solid understanding of IT functions, roles and responsibilities. A minimum of 10 years of related experience in HR and IT including 3 years of leadership experience in managing medium to large teams and influencing senior level management and key stakeholders. Must have a broad knowledge of the IT function and in-depth knowledge of HR function.	Bachelor's or Master's Degree in Business Administration, Human Resources, or other related field. Or equivalent work experience.	10	\$198.30
161	ACS161	Director, IT Risk and Compliance- No Variance	Leads, develops and maintains the IT risk and compliance management strategy. Develops and maintains policy, standards, processes and procedures to assess, monitor, report, escalate and remediate IT risk and compliance related issues. Works collaboratively with corporate compliance, internal auditing and corporate risk management and various technical teams in the design and implementation of audit, risk assessment and regulatory compliance practices for IT. Leads cross-functional teams in performing reviews and tests of IT internal controls to ensure that existing IT systems are operating as designed and that they contain adequate controls. Facilitates risk assessments and identifies risk themes. Proactively promotes enhancement of technology-related internal controls awareness and training across IT and business units. Monitors and analyzes technology risk trends, recommends appropriate IT policies, procedures and practices to strengthen internal operations. Directs IT functional teams in the development, implementation, monitoring and reporting of control processes, documentation and compliance routines. Advises IT and business executives on the status of technology risk and compliance issues based on assessment results and information from various monitoring and control systems. Educates IT and business executives on appropriate mitigation strategies and approaches. Provides oversight regarding audit, regulatory and risk management activities across IT functional areas, such as the development and maintenance of regulatory documentation (e.g., Sarbanes-Oxley Act compliance). Coordinates the IT component of both internal and external audits, federal and state examinations. Possesses detailed knowledge of industry regulatory environment and risk management practices, and thorough understanding of local and federal regulations such as Sarbanes-Oxley, Basel II, and HIPAA. A minimum of 10 years of IT and business work experience including managing team(s) responsible for risk management, compliance and audit, information security management.	Bachelor's Degree in Computer Science, Information Systems, Business Administration, or other related field. Or equivalent work experience.	10	\$245.40
162	ACS162	Director, Network Operations 1	Responsible for developing business and technology standards and best practices for department. Overall responsibility for all network operations work, including the integration of new network technologies such as wireless. Develops enterprise service levels for data and voice networking equipment and for both in-house and third party software applications. Oversees development of procedures and processes for enterprise network operations. Responsible for ensuring that the enterprise has the capability to support new technologies and maintain high levels of network performance and reliability.	Bachelor's or Master's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	10	\$168.81

ACS Consultancy Services, Inc Approved Price List			Number of Approved Titles:	98	Last Updated:	10/10/2025
Item Number	SKU	Job Title	Job Description	Minimum Education / Certification Level	Minimum Years of Experience	NYS Contract Price (Not to Exceed Hourly Rate, Exclusive of Travel)
163	ACS163	Director, Network Operations 2	Responsible for developing business and technology standards and best practices for department. Overall responsibility for all network operations work, including the integration of new network technologies such as wireless. Develops enterprise service levels for data and voice networking equipment and for both in-house and third party software applications. Oversees development of procedures and processes for enterprise network operations. Responsible for ensuring that the enterprise has the capability to support new technologies and maintain high levels of network performance and reliability.	Bachelor's or Master's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	10	\$181.52
164	ACS164	Director, Network Operations 3	Responsible for developing business and technology standards and best practices for department. Overall responsibility for all network operations work, including the integration of new network technologies such as wireless. Develops enterprise service levels for data and voice networking equipment and for both in-house and third party software applications. Oversees development of procedures and processes for enterprise network operations. Responsible for ensuring that the enterprise has the capability to support new technologies and maintain high levels of network performance and reliability.	Bachelor's or Master's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	10	\$295.30
165	ACS165	Director, Program Management- No Variance	Responsible for building and managing the project/program management office/function for IT. Defines and develops enterprise-wide IT project/program management practices, governance standards, processes and metrics. Ensures projects/programs are defined, tracked and communicated in a consistent and effective manner. Incorporates effective change and risk management controls. Partners with IT and business leadership and other key stakeholders to define opportunities, to identify and prioritize projects based on predefined criteria (return on investment, productivity, compliance). Directs project/program managers with business case development. Responsible for ensuring all projects within IT portfolios/programs are delivered on time, within budget and to an agreed quality level. Must possess extensive knowledge and expertise in project/program management, portfolio management methodologies and tools. This is a single incumbent position that typically exists in a large enterprise with multiple program managers and/or project managers as direct reports. A minimum of 10 years of IT and business/industry work experience, with at least 3 years of leadership experience and 5 years managing projects and/or project portfolios.	Bachelor's or Master's Degree in Computer Science, Business Administration, or other related field. Or equivalent work experience. Project Management certification is required.	10	\$217.35
166	ACS166	Documentation Specialist/Technical Writer 1	Responsible for creation and maintenance of IT documentation. Translates technical and/or complicated information into clear, concise documents appropriate for various target audiences. Works with Development, Quality Assurance and Technical Support to produce a wide variety of technical publications including instructional materials, technical manuals, product documentation and the like for use by both the IT and business community. Interviews subject matter experts and technical staff to collect information, prepare written text, and coordinate layout and material organization. Researches information such as drawings, design reports, equipment and test specifications to fill any gaps. Reviews, critiques, and edits documentation including design documents, programmer notes and system overviews. Requires knowledge of company product lines and document structure. Depending on the industry/work environment, such documents may include various media, including written and video. Responsibilities include maintenance of internal documentation library, providing and/or coordinating special documentation services as required, and oversight of special projects. Must have strong organizational and project management skills and excellent writing and editing skills.	Bachelor's Degree in Journalism, Technical Writing, Business Administration, or other related field. Or equivalent work experience.	1	\$65.55
167	ACS167	Documentation Specialist/Technical Writer 2	Responsible for creation and maintenance of IT documentation. Translates technical and/or complicated information into clear, concise documents appropriate for various target audiences. Works with Development, Quality Assurance and Technical Support to produce a wide variety of technical publications including instructional materials, technical manuals, product documentation and the like for use by both the IT and business community. Interviews subject matter experts and technical staff to collect information, prepare written text, and coordinate layout and material organization. Researches information such as drawings, design reports, equipment and test specifications to fill any gaps. Reviews, critiques, and edits documentation including design documents, programmer notes and system overviews. Requires knowledge of company product lines and document structure. Depending on the industry/work environment, such documents may include various media, including written and video. Responsibilities include maintenance of internal documentation library, providing and/or coordinating special documentation services as required, and oversight of special projects. Must have strong organizational and project management skills and excellent writing and editing skills.	Bachelor's Degree in Journalism, Technical Writing, Business Administration, or other related field. Or equivalent work experience.	5	\$78.74
168	ACS168	Documentation Specialist/Technical Writer 3	Responsible for creation and maintenance of IT documentation. Translates technical and/or complicated information into clear, concise documents appropriate for various target audiences. Works with Development, Quality Assurance and Technical Support to produce a wide variety of technical publications including instructional materials, technical manuals, product documentation and the like for use by both the IT and business community. Interviews subject matter experts and technical staff to collect information, prepare written text, and coordinate layout and material organization. Researches information such as drawings, design reports, equipment and test specifications to fill any gaps. Reviews, critiques, and edits documentation including design documents, programmer notes and system overviews. Requires knowledge of company product lines and document structure. Depending on the industry/work environment, such documents may include various media, including written and video. Responsibilities include maintenance of internal documentation library, providing and/or coordinating special documentation services as required, and oversight of special projects. Must have strong organizational and project management skills and excellent writing and editing skills.	Bachelor's Degree in Journalism, Technical Writing, Business Administration, or other related field. Or equivalent work experience.	8	\$96.29

ACS Consultancy Services, Inc Approved Price List			Number of Approved Titles:	98	Last Updated:	10/10/2025
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169	ACS169	EDI Specialist 1	<p>Provides technical expertise and support for Electronic Data Interchange (EDI), and other Business-to-Business communications. Analyzes and develops the EDI interface. Participates in systems design and quality assurance activities. Supports the user community and creates and maintains partner relationships with customers and vendors. Responsible for developing EDI mapping specifications and documentation. Duties include testing, implementing and maintaining EDI transactions, developing and maintaining trading partner definitions including relevant translation objects utilizing EDI translation software tools.</p> <p>Handles communications with trading partners for EDI transaction set-up and ongoing maintenance. Coordinates between trading partners and networks to ensure mapping compliance. Tests and resolves incoming EDI file problems. Develops new business opportunities utilizing EDI.</p> <p>Resolves technical mapping variations or gaps and first-level troubleshooting issues in production environment. Develops guidelines, checklists, procedures and training documentation. Often involved with a variety of client/server platforms.</p>	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	1	\$81.84
170	ACS170	EDI Specialist 2	<p>Provides technical expertise and support for Electronic Data Interchange (EDI), and other Business-to-Business communications. Analyzes and develops the EDI interface. Participates in systems design and quality assurance activities. Supports the user community and creates and maintains partner relationships with customers and vendors. Responsible for developing EDI mapping specifications and documentation. Duties include testing, implementing and maintaining EDI transactions, developing and maintaining trading partner definitions including relevant translation objects utilizing EDI translation software tools.</p> <p>Handles communications with trading partners for EDI transaction set-up and ongoing maintenance. Coordinates between trading partners and networks to ensure mapping compliance. Tests and resolves incoming EDI file problems. Develops new business opportunities utilizing EDI.</p> <p>Resolves technical mapping variations or gaps and first-level troubleshooting issues in production environment. Develops guidelines, checklists, procedures and training documentation. Often involved with a variety of client/server platforms.</p>	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	5	\$92.69
171	ACS171	EDI Specialist 3	<p>Provides technical expertise and support for Electronic Data Interchange (EDI), and other Business-to-Business communications. Analyzes and develops the EDI interface. Participates in systems design and quality assurance activities. Supports the user community and creates and maintains partner relationships with customers and vendors. Responsible for developing EDI mapping specifications and documentation. Duties include testing, implementing and maintaining EDI transactions, developing and maintaining trading partner definitions including relevant translation objects utilizing EDI translation software tools.</p> <p>Handles communications with trading partners for EDI transaction set-up and ongoing maintenance. Coordinates between trading partners and networks to ensure mapping compliance. Tests and resolves incoming EDI file problems. Develops new business opportunities utilizing EDI.</p> <p>Resolves technical mapping variations or gaps and first-level troubleshooting issues in production environment. Develops guidelines, checklists, procedures and training documentation. Often involved with a variety of client/server platforms.</p>	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	8	\$96.84
172	ACS172	Enterprise Application Integration (EA) Engineer- No Variance	<p>Responsible for developing and deploying integrated solutions aimed at modernizing, consolidating and coordinating the independently designed applications within and across the enterprises. Determines how existing applications, legacy systems, databases, Web interfaces and/or hardware logic, which may be currently operating on multiple platforms, work together to meet the new and emerging enterprise requirements. Develops methods to efficiently reuse existing components. Works with users to gather business requirements, performs database analysis, codes and tests middleware routines to ensure successful and seamless communication among the various IT systems and applications components. Participates in component and data architecture design, software product evaluation and buy vs. build recommendations. Possesses skills and knowledge of Enterprise Application Integration (EAI) methodologies and processes such as object-oriented programming, distributed, cross-platform program communication using message brokers with Common Object Request Broker Architecture, enterprise-wide content and data distribution using common databases and data standards implemented with the Extensible Markup Language (XML), middleware applications and message queuing approaches.</p>	Bachelor's or Master's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	5	\$138.90
173	ACS173	Enterprise Architect 1	<p>Responsible for translating the client's business requirements into specific systems, applications or process designs with interlocked financial modeling for very large complex technical solutions. Analyzes customer service requirements and designs service solutions to meet those objectives. Primary expert to construct the specific solution, scope document, risk profile, and corresponding financials. Maintains and utilizes detailed industry and internal services knowledge in the construction of industry-leading services solutions, including expert working level knowledge of the processes, technologies, and people components involved in the services arena. Uses expertise to construct specific and detailed solutions that encompass process, technology, and staffing plans for customer sales opportunities. Constructs risk assessments and corresponding remediation plans relative to complex services proposals. Participates in the construction of detailed financial models that align with complex services proposals. Composes Statement of Work or other documents, using departmental automation tools as available, to craft detailed and accurate deliverables that specify processes, technology, staffing, and project management involved in proposed services solutions.</p>	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	1	\$91.41

ACS Consultancy Services, Inc Approved Price List			Number of Approved Titles:	98	Last Updated:	10/10/2025
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174	ACS174	Enterprise Architect 2	Responsible for translating the client's business requirements into specific systems, applications or process designs with interlocked financial modeling for very large complex technical solutions. Analyzes customer service requirements and designs service solutions to meet those objectives. Primary expert to construct the specific solution, scope document, risk profile, and corresponding financials. Maintains and utilizes detailed industry and internal services knowledge in the construction of industry-leading services solutions, including expert working level knowledge of the processes, technologies, and people components involved in the services arena. Uses expertise to construct specific and detailed solutions that encompass process, technology, and staffing plans for customer sales opportunities. Constructs risk assessments and corresponding remediation plans relative to complex services proposals. Participates in the construction of detailed financial models that align with complex services proposals. Composes Statement of Work or other documents, using departmental automation tools as available, to craft detailed and accurate deliverables that specify processes, technology, staffing, and project management involved in proposed services solutions.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	1	\$116.79
175	ACS175	Enterprise Architect 3	Responsible for translating the client's business requirements into specific systems, applications or process designs with interlocked financial modeling for very large complex technical solutions. Analyzes customer service requirements and designs service solutions to meet those objectives. Primary expert to construct the specific solution, scope document, risk profile, and corresponding financials. Maintains and utilizes detailed industry and internal services knowledge in the construction of industry-leading services solutions, including expert working level knowledge of the processes, technologies, and people components involved in the services arena. Uses expertise to construct specific and detailed solutions that encompass process, technology, and staffing plans for customer sales opportunities. Constructs risk assessments and corresponding remediation plans relative to complex services proposals. Participates in the construction of detailed financial models that align with complex services proposals. Composes Statement of Work or other documents, using departmental automation tools as available, to craft detailed and accurate deliverables that specify processes, technology, staffing, and project management involved in proposed services solutions.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	8	\$151.54
176	ACS176	Enterprise Architect- No Variance	Provides overall direction, guidance and definition of an enterprise's architecture to effectively support the corporate business strategy. Responsibilities include researching, analyzing, designing, proposing, and delivering solutions that are appropriate for the business and technology strategies. Must have significant business knowledge and have one or more areas of technical expertise in which they concentrate. Interfaces across several business areas, acting as visionary to proactively assist in defining the direction for future projects. Responsible for conception of solutions, building consensus and the selling and execution of such solutions. Expert/lead technical role. Defines enterprise-wide architectures and designs across multiple IT functional areas. Works on multiple projects as a project leader or as the subject matter expert. Works on highly complex projects that require in-depth knowledge across multiple technical areas and business segments. Coaches and mentors more junior technical staff.	Bachelor's or Master's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	8	\$168.75
177	ACS177	Enterprise Resource Planning (ERP) Business Analyst 1	Analyzes and evaluates business processes related to ERP systems. Works with stakeholders to gather requirements and design ERP solutions that improve efficiency and meet organizational needs. Assists in ERP implementation, testing, and training. 1-3 years of experience in the field or in a related area. Has knowledge of commonly used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Primary job functions do not typically require exercising independent judgment.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	1	\$89.20
178	ACS178	Enterprise Resource Planning (ERP) Business Analyst 2	Analyzes and evaluates business processes related to ERP systems. Works with stakeholders to gather requirements and design ERP solutions that improve efficiency and meet organizational needs. Assists in ERP implementation, testing, and training. 4-7 years of experience in the field or in a related area. Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. A certain degree of creativity and latitude is required. Works under limited supervision with considerable latitude for the use of initiative and independent judgment.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	5	\$102.50
179	ACS179	Enterprise Resource Planning (ERP) Business Analyst 3	Analyzes and evaluates business processes related to ERP systems. Works with stakeholders to gather requirements and design ERP solutions that improve efficiency and meet organizational needs. Assists in ERP implementation, testing, and training. 8 or more years of experience, relies on experience and judgment to plan and accomplish goals, independently performs a variety of complicated tasks, may lead and direct the work of others, a wide degree of creativity and latitude is expected.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	8	\$120.80
180	ACS180	ERP Configurer- No Variance	Performs functional analysis, requirements, definition and ERP module configuration and testing. Responsible for conducting prototypes, developing functional specifications, data mapping, function mapping, setting of configuration tables and setting of transaction/control tables. Has a thorough understanding of the business processes and flows to enable the analysis of business requirements and the development of solutions for the business functions. Responsible for the identification of and resolution of gaps in the business processes. Involved in security/authorization set-up, user documentation, data interface design, data migration and reconciliation. May be involved in the installation and tuning of modification, as well as archiving data. Generally this position has light programming skills in the appropriate language to develop necessary "work arounds."	Bachelor's Degree in Computer Science, Information Systems, Business Administration, or other related field. Or equivalent work experience.	1	\$85.05

ACS Consultancy Services, Inc Approved Price List			Number of Approved Titles:	98	Last Updated:	10/10/2025
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181	ACS181	ERP Developer 1	Designs, analyzes, develops, tests, and supports Enterprise Resource Planning (ERP) system. Works with ERP applications, providing analysis and programming to develop, maintain, and enhance applications. Documents business requirements, develops detailed specifications, and writes, tests, and implements ERP programs. May modify ERP application modules or enterprise application integration (EAI) solutions. 1-3 years of experience in the field or in a related area. Has knowledge of commonly used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Primary job functions do not typically require exercising independent judgment.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	1	\$73.14
182	ACS182	ERP Developer 2	Designs, analyzes, develops, tests, and supports Enterprise Resource Planning (ERP) system. Works with ERP applications, providing analysis and programming to develop, maintain, and enhance applications. Documents business requirements, develops detailed specifications, and writes, tests, and implements ERP programs. May modify ERP application modules or enterprise application integration (EAI) solutions. 4-7 years of experience in the field or in a related area. Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. A certain degree of creativity and latitude is required. Works under limited supervision with considerable latitude for the use of initiative and independent judgment.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	5	\$114.79
183	ACS183	ERP Developer 3	Designs, analyzes, develops, tests, and supports Enterprise Resource Planning (ERP) system. Works with ERP applications, providing analysis and programming to develop, maintain, and enhance applications. Documents business requirements, develops detailed specifications, and writes, tests, and implements ERP programs. May modify ERP application modules or enterprise application integration (EAI) solutions. 8 or more years of experience, relies on experience and judgment to plan and accomplish goals. Independently performs a variety of complicated tasks, may lead and direct the work of others, a wide degree of creativity and latitude is expected.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	8	\$167.84
184	ACS184	ERP Programmer/Analyst 1	Applies system solutions to business problems through the design and programming of automated systems. Configures, analyzes, designs, develops, and maintains ERP program codes and applications to support business processes and functions. Works on elements of large, complex installations. Performs all aspects of programming assignments and assists with systems design. Fully knowledgeable in ERP programming languages. Applies knowledge and experience with technology and application development methodologies to perform basic systems analysis techniques, testing, debugging, file design and storage.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	5	\$77.24
185	ACS185	ERP Programmer/Analyst 2	Applies system solutions to business problems through the design and programming of automated systems. Configures, analyzes, designs, develops, and maintains ERP program codes and applications to support business processes and functions. Works on elements of large, complex installations. Performs all aspects of programming assignments and assists with systems design. Fully knowledgeable in ERP programming languages. Applies knowledge and experience with technology and application development methodologies to perform basic systems analysis techniques, testing, debugging, file design and storage.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	5	\$93.74
186	ACS186	ERP Programmer/Analyst 3	Applies system solutions to business problems through the design and programming of automated systems. Configures, analyzes, designs, develops, and maintains ERP program codes and applications to support business processes and functions. Works on elements of large, complex installations. Performs all aspects of programming assignments and assists with systems design. Fully knowledgeable in ERP programming languages. Applies knowledge and experience with technology and application development methodologies to perform basic systems analysis techniques, testing, debugging, file design and storage.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	8	\$113.69
187	ACS187	ERP Systems Administrator- No Variance	Responsible for ensuring the performance and reliability of ERP systems. Performs troubleshooting for hardware, software and system problems that involve ERP modules. Participates in projects to implement or enhance ERP systems and applications. Works with database administrator and ERP development team in defining user requirements, coordinating system-wide updates and installing upgrades and patches for ERP systems. Provides recommendations for enhancements/changes that may involve custom design, optional and third party products to improve the efficiency and effectiveness of ERP systems. Maintains ERP systems security through user profile management, creates and updates access permissions and maintains user accounts. Monitors and maintains performance metrics for system features, recommends and takes corrective/preventive actions. Participates in the design, development and implementation of test and production objects. Performs configuration, change management and testing activities as required. Consults users on technology changes that will impact work processes.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	5	\$114.15
188	ACS188	ERP Systems Support Specialist- No Variance	Serves as single point-of-contact for end-users after Power Users have assisted end-users. Performs problem identification and on-the-spot training to prevent problem recurrence and knowledge transfer. Escalates Tier 2 problems to appropriate support (e.g., technical experts or process experts). Maintains history reports, identifies and addresses re-occurring problems, and assists in the development and execution of ERP and business process best practices across the organization. Performs basic fixes and data maintenance. May develop on-line help and update systems support help scripts. This position is very similar in responsibilities and tasks to a help desk position, but the impact to the organization due to errors is more significant. This position requires more advanced training than a similar help desk position.	Bachelor's Degree in Computer Science, Information Systems, Business Administration, or other related field. Or equivalent work experience.	1	\$95.09

ACS Consultancy Services, Inc Approved Price List			Number of Approved Titles:	98	Last Updated:	10/10/2025
Item Number	SKU	Job Title	Job Description	Minimum Education / Certification Level	Minimum Years of Experience	NYS Contract Price (Not to Exceed Hourly Rate, Exclusive of Travel)
189	ACS189	ERP Team Lead- No Variance	Accountable for providing overall direction and integration for a specific ERP module, functional and/or business area. Understands the business strategy of a particular function/area and works with the team to define business requirements. Communicates and coordinates with other Team Leads, business leadership, and Project Manager to ensure appropriate integration of processes and modules across the enterprise. Oversees, defines and monitors critical path activities and resolves issues or escalates issues to the Project Manager as needed. Drives the design and implementation of new business processes with organizational structure and required ERP configuration. Must possess an in-depth understanding of the business function/process supported, and also be viewed as a credible representative of that business function/process. Successful implementation is dependent on the ability of the incumbent to influence business leadership and management decisions and drive ownership and acceptance of changes to the business.	Bachelor's Degree in Computer Science, Information Systems, Business Administration, or other related field. Or equivalent work experience.	5	\$165.14
190	ACS190	ERP Team Member- No Variance	Responsible for documenting the "to-be" processes, defining performance metrics and identifying and resolving process gaps. Has a strong understanding and experience in the ERP methodology used by the organization. Responsible for mapping the business processes to ERP modules (often in conjunction with consultants) and participates in user acceptance testing. Often is involved in the creation of documentation and training materials, and may deliver training during implementation. May also act in a system support role immediately after implementation. Incumbents in this position come from the business, with an expert level of understanding of all of the business processes of the function they represent. They also serve as a communications liaison to the business during the implementation.	Bachelor's Degree in function represented in the business. Or equivalent work experience.	5	\$135.14
191	ACS191	Front-End Web Developer/Web Designer 2	Responsible for implementing visual elements that users see and interact with in a web application. Works with designers and back-end developers to create functional and visually appealing web pages. Uses HTML, CSS, and JavaScript to bring designs to life. 4-7 years of experience in the field or in a related area. Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. A certain degree of creativity and latitude is required. Works under limited supervision with considerable latitude for the use of initiative and independent judgment.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	5	\$70.00
192	ACS192	Front-End Web Developer/Web Designer 3	Responsible for implementing visual elements that users see and interact with in a web application. Works with designers and back-end developers to create functional and visually appealing web pages. Uses HTML, CSS, and JavaScript to bring designs to life. 8 or more years of experience, relies on experience and judgment to plan and accomplish goals, independently performs a variety of complicated tasks, may lead and direct the work of others, a wide degree of creativity and latitude is expected.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	8	\$117.43
193	ACS193	Groupware Specialist 1	Responsibilities include defining the business requirements for the organization's next generation of collaborative work tools, which involves working with end-users to develop specifications for the development and implementation of groupware applications (e.g., Lotus Notes, Microsoft Exchange). Based on the business requirements, responsible for the implementation, maintenance and support of groupware systems. Evaluates and recommends associated hardware/software solutions based on business requirements and user needs. Responsibilities include providing technical leadership in the design, development and promotion of selected groupware strategies. Actively involved in engineering and deploying various groupware applications such as team collaborative computing, Internet and wireless access, document sharing and next generation messaging clients.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	1	\$86.81
194	ACS194	Groupware Specialist 2	Responsibilities include defining the business requirements for the organization's next generation of collaborative work tools, which involves working with end-users to develop specifications for the development and implementation of groupware applications (e.g., Lotus Notes, Microsoft Exchange). Based on the business requirements, responsible for the implementation, maintenance and support of groupware systems. Evaluates and recommends associated hardware/software solutions based on business requirements and user needs. Responsibilities include providing technical leadership in the design, development and promotion of selected groupware strategies. Actively involved in engineering and deploying various groupware applications such as team collaborative computing, Internet and wireless access, document sharing and next generation messaging clients.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	5	\$110.49
195	ACS195	Groupware Specialist 3	Responsibilities include defining the business requirements for the organization's next generation of collaborative work tools, which involves working with end-users to develop specifications for the development and implementation of groupware applications (e.g., Lotus Notes, Microsoft Exchange). Based on the business requirements, responsible for the implementation, maintenance and support of groupware systems. Evaluates and recommends associated hardware/software solutions based on business requirements and user needs. Responsibilities include providing technical leadership in the design, development and promotion of selected groupware strategies. Actively involved in engineering and deploying various groupware applications such as team collaborative computing, Internet and wireless access, document sharing and next generation messaging clients.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	8	\$118.61
196	ACS196	Information Security Manager 1	Responsible for managing an organization's information security program. Oversees security policies, compliance, and risk management to protect information assets. Works with IT teams to implement security controls and respond to incidents. 1-3 years of experience in the field or in a related area. Has knowledge of commonly used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Primary job functions do not typically require exercising independent judgment.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	1	\$104.72

ACS Consultancy Services, Inc Approved Price List			Number of Approved Titles:	98	Last Updated:	10/10/2025
Item Number	SKU	Job Title	Job Description	Minimum Education / Certification Level	Minimum Years of Experience	NYS Contract Price (Not to Exceed Hourly Rate, Exclusive of Travel)
197	ACS197	Information Security Manager 2	Responsible for managing an organization's information security program. Oversees security policies, compliance, and risk management to protect information assets. Works with IT teams to implement security controls and respond to incidents. 4-7 years of experience in the field or in a related area. Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. A certain degree of creativity and latitude is required. Works under limited supervision with considerable latitude for the use of initiative and independent judgment.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	8	\$139.62
198	ACS198	Information Security Manager 3	Coordinate and execute security policies and controls, as well as assess vulnerabilities within a company. They are responsible for data and network security processing, security systems management, and security violation investigation. Responsible for managing an organization's information security program. Oversees security policies, compliance, and risk management to protect information assets. Works with IT teams to implement security controls and respond to incidents. 8 or more years of experience, relies on experience and judgment to plan and accomplish goals, independently performs a variety of complicated tasks, may lead and direct the work of others, a wide degree of creativity and latitude is expected.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	8	\$174.53
199	ACS199	Instructor Trainer 2	Delivers training programs to staff or clients on IT systems, applications, or processes. Develops instructional materials and evaluates training effectiveness. Provides feedback to improve programs. 4-7 years of experience in the field or in a related area. Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. A certain degree of creativity and latitude is required. Works under limited supervision with considerable latitude for the use of initiative and independent judgment.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	1	\$73.18
200	ACS200	Instructor Trainer 3	Delivers training programs to staff or clients on IT systems, applications, or processes. Develops instructional materials and evaluates training effectiveness. Provides feedback to improve programs. 8 or more years of experience, relies on experience and judgment to plan and accomplish goals, independently performs a variety of complicated tasks, may lead and direct the work of others, a wide degree of creativity and latitude is expected.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	5	\$91.75
201	ACS201	Internet/Web Architect 1	Responsible for gathering business requirements and translating them into Internet/Web architecture to achieve business objectives. Analyzes assigned specifications, planning, designing, and developing solutions, utilizing appropriate Internet/Intranet/Extranet architecture processes supporting a wide range of content—either individually or in concert with project team members. Provides appropriate documentation for object design decisions, estimating assumptions, applets, and performance metrics—as required by organization architecture process standards, or as assigned. Responsible for minimizing the issues between the client and the server applications and for the overall set-up and design of the Internet and Web server architecture. Impact and complexity of this job increases if organization is utilizing Internet solutions (vs. only Intranet), especially those with significant business impact (e.g., e-business).	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	1	\$73.73
202	ACS202	Internet/Web Architect 2	Responsible for gathering business requirements and translating them into Internet/Web architecture to achieve business objectives. Analyzes assigned specifications, planning, designing, and developing solutions, utilizing appropriate Internet/Intranet/Extranet architecture processes supporting a wide range of content—either individually or in concert with project team members. Provides appropriate documentation for object design decisions, estimating assumptions, applets, and performance metrics—as required by organization architecture process standards, or as assigned. Responsible for minimizing the issues between the client and the server applications and for the overall set-up and design of the Internet and Web server architecture. Impact and complexity of this job increases if organization is utilizing Internet solutions (vs. only Intranet), especially those with significant business impact (e.g., e-business).	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	5	\$106.27
203	ACS203	Internet/Web Architect 3	Responsible for gathering business requirements and translating them into Internet/Web architecture to achieve business objectives. Analyzes assigned specifications, planning, designing, and developing solutions, utilizing appropriate Internet/Intranet/Extranet architecture processes supporting a wide range of content—either individually or in concert with project team members. Provides appropriate documentation for object design decisions, estimating assumptions, applets, and performance metrics—as required by organization architecture process standards, or as assigned. Responsible for minimizing the issues between the client and the server applications and for the overall set-up and design of the Internet and Web server architecture. Impact and complexity of this job increases if organization is utilizing Internet solutions (vs. only Intranet), especially those with significant business impact (e.g., e-business).	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	8	\$136.03
204	ACS204	Internet/Web Engineer 1	Integrally involved in the development and support of all Internet/Intranet/Extranet sites and supporting systems. Works closely with other IT groups and customers to define the system design and user interface based on customer needs and objectives. Participates in all phases of the development and implementation process, and may act as a project manager on special projects. Ensures the integration of the Web servers and all other supporting systems. Responsible for system tuning, optimization of information/data processing, maintenance and support of the production environment.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	1	\$71.70
205	ACS205	Internet/Web Engineer 2	Integrally involved in the development and support of all Internet/Intranet/Extranet sites and supporting systems. Works closely with other IT groups and customers to define the system design and user interface based on customer needs and objectives. Participates in all phases of the development and implementation process, and may act as a project manager on special projects. Ensures the integration of the Web servers and all other supporting systems. Responsible for system tuning, optimization of information/data processing, maintenance and support of the production environment.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	5	\$108.12
206	ACS206	Internet/Web Engineer 3	Integrally involved in the development and support of all Internet/Intranet/Extranet sites and supporting systems. Works closely with other IT groups and customers to define the system design and user interface based on customer needs and objectives. Participates in all phases of the development and implementation process, and may act as a project manager on special projects. Ensures the integration of the Web servers and all other supporting systems. Responsible for system tuning, optimization of information/data processing, maintenance and support of the production environment.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	8	\$130.38

ACS Consultancy Services, Inc Approved Price List			Number of Approved Titles:	98	Last Updated:	10/10/2025
Item Number	SKU	Job Title	Job Description	Minimum Education / Certification Level	Minimum Years of Experience	NYS Contract Price (Not to Exceed Hourly Rate, Exclusive of Travel)
207	ACS207	Internet/Web Systems Administrator 1	Responsible for ensuring the control, integrity, and accessibility of the Internet/Intranet for the enterprise. Responsible for change management procedures regarding the installation and testing of all upgrades and enhancements for the Internet/Intranet infrastructure. Responsible for proper initial installation as well as subsequent installations of updates/patches; preparation of system documentation; proactive, regular checks of system components for errors and application of necessary corrective action; set-up and maintenance of Web servers. Knowledgeable in all levels of Internet/Web security and the associated requirements for their application. Designs, develops and administers firewalls as a means of preventing unauthorized access to enterprise networks. Provides technical support to internal users and external customers; troubleshoots problems and takes corrective action on a timely, effective basis.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	1	\$63.17
208	ACS208	Internet/Web Systems Administrator 2	Responsible for ensuring the control, integrity, and accessibility of the Internet/Intranet for the enterprise. Responsible for change management procedures regarding the installation and testing of all upgrades and enhancements for the Internet/Intranet infrastructure. Responsible for proper initial installation as well as subsequent installations of updates/patches; preparation of system documentation; proactive, regular checks of system components for errors and application of necessary corrective action; set-up and maintenance of Web servers. Knowledgeable in all levels of Internet/Web security and the associated requirements for their application. Designs, develops and administers firewalls as a means of preventing unauthorized access to enterprise networks. Provides technical support to internal users and external customers; troubleshoots problems and takes corrective action on a timely, effective basis.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	5	\$92.31
209	ACS209	Internet/Web Systems Administrator 3	Responsible for ensuring the control, integrity, and accessibility of the Internet/Intranet for the enterprise. Responsible for change management procedures regarding the installation and testing of all upgrades and enhancements for the Internet/Intranet infrastructure. Responsible for proper initial installation as well as subsequent installations of updates/patches; preparation of system documentation; proactive, regular checks of system components for errors and application of necessary corrective action; set-up and maintenance of Web servers. Knowledgeable in all levels of Internet/Web security and the associated requirements for their application. Designs, develops and administers firewalls as a means of preventing unauthorized access to enterprise networks. Provides technical support to internal users and external customers; troubleshoots problems and takes corrective action on a timely, effective basis.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	8	\$110.00
210	ACS210	IT Auditor- No Variance	Responsible for planning and performing audits of information systems and related processes in a multi-platform environment. This may include reviewing organizational IT policies, standards and procedures and providing advice on their adequacy, accuracy and compliance with government guidelines and regulatory requirements (e.g., Sarbanes-Oxley Act); assisting management in the identification and assessment of technology related risks, and reporting on the adequacy of risk-based controls; evaluating technology and business related controls for integrated IT and business auditing efforts. Participates in new system development and implementation reviews by reviewing project documentation, conducting interviews, assessing work completed. Ensures that development efforts are in compliance with organizational policies, standards and procedures, and controls are adequately incorporated into the systems; identifies areas of opportunity for process, control or cost improvement. Works with outside auditors to help reconcile discrepancies or support the external auditing functions and local, federal examinations. May be responsible for developing and implementing tools to support automated audit effort. May perform due diligence and special review(s) work as required by management. Has working knowledge of generally applicable and accepted auditing standards and framework (e.g., COBIT) and best practices for IT services management (e.g., ITIL), government guidelines and laws (e.g., Sarbanes-Oxley Act).	Bachelor's or Master's Degree in Computer Science, Information Systems, Business Administration, or other related field. Typically requires an IT auditing professional designation (e.g., Certified Information System Auditor (CISA)) or accounting professional designation (e.g., CPA).	5	\$116.07
211	ACS211	IT Business Consultant 1	Works with business leaders and acts as a liaison between IT and business units (typically leadership for assigned business units) or vendors. Viewed as integral to the business in any decisions that may be impacted by technology. Acts as a business relationship manager responsible for the collection, analysis, review, documentation and communication of business needs and requirements to the IT organization. Leads the gathering of business needs as well as the design of solutions through direct interaction with business unit leaders. Focuses on developing and improving business processes at all times, assisting with the development of metrics, both within the technology and business organizations. Has a strong understanding of information systems, business processes, the key drivers and measures of success for the business, and the short- and long-term direction of the business and technology. Identifies, proposes and influences business solutions, negotiates deliverables and requirements across multiple business customers or organizations. Ensures that the design and integration of proposed system, software and hardware solutions leads to the development and growth of the business through effective use of technology. Integrally involved in 'buy vs. build' decisions.	Bachelor's or Master's Degree in Computer Science, Information Systems, Business Administration, or other related field. Or equivalent work experience.	1	\$75.11

ACS Consultancy Services, Inc Approved Price List			Number of Approved Titles:	98	Last Updated:	10/10/2025
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212	ACS212	IT Business Consultant 2	<p>Works with business leaders and acts as a liaison between IT and business units (typically leadership for assigned business units) or vendors. Viewed as integral to the business in any decisions that may be impacted by technology. Acts as a business relationship manager responsible for the collection, analysis, review, documentation and communication of business needs and requirements to the IT organization. Leads the gathering of business needs as well as the design of solutions through direct interaction with business unit leaders. Focuses on developing and improving business processes at all times, assisting with the development of metrics, both within the technology and business organizations.</p> <p>Has a strong understanding of information systems, business processes, the key drivers and measures of success for the business, and the short- and long-term direction of the business and technology. Identifies, proposes and influences business solutions, negotiates deliverables and requirements across multiple business customers or organizations. Ensures that the design and integration of proposed system, software and hardware solutions leads to the development and growth of the business through effective use of technology. Integrally involved in 'buy vs. build' decisions.</p>	Bachelor's or Master's Degree in Computer Science, Information Systems, Business Administration, or other related field. Or equivalent work experience.	5	\$104.49
213	ACS213	IT Business Consultant 3	<p>Works with business leaders and acts as a liaison between IT and business units (typically leadership for assigned business units) or vendors. Viewed as integral to the business in any decisions that may be impacted by technology. Acts as a business relationship manager responsible for the collection, analysis, review, documentation and communication of business needs and requirements to the IT organization. Leads the gathering of business needs as well as the design of solutions through direct interaction with business unit leaders. Focuses on developing and improving business processes at all times, assisting with the development of metrics, both within the technology and business organizations.</p> <p>Has a strong understanding of information systems, business processes, the key drivers and measures of success for the business, and the short- and long-term direction of the business and technology. Identifies, proposes and influences business solutions, negotiates deliverables and requirements across multiple business customers or organizations. Ensures that the design and integration of proposed system, software and hardware solutions leads to the development and growth of the business through effective use of technology. Integrally involved in 'buy vs. build' decisions.</p>	Bachelor's or Master's Degree in Computer Science, Information Systems, Business Administration, or other related field. Or equivalent work experience.	8	\$108.63
214	ACS214	IT Contract Manager 1	<p>Manages the lifecycle of IT contracts including negotiations, compliance, renewals, and vendor relationships. Ensures contracts meet business objectives and mitigate risks. Works closely with procurement, legal, and technical teams. 1-3 years of experience in the field or in a related area. Has knowledge of commonly used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Primary job functions do not typically require exercising independent judgment.</p>	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	1	\$70.02
215	ACS215	IT Contract Manager 2	<p>Manages the lifecycle of IT contracts including negotiations, compliance, renewals, and vendor relationships. Ensures contracts meet business objectives and mitigate risks. Works closely with procurement, legal, and technical teams. 4-7 years of experience in the field or in a related area. Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. A certain degree of creativity and latitude is required. Works under limited supervision with considerable latitude for the use of initiative and independent judgment.</p>	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	5	\$82.24
216	ACS216	IT Contract Manager 3	<p>Manages the lifecycle of IT contracts including negotiations, compliance, renewals, and vendor relationships. Ensures contracts meet business objectives and mitigate risks. Works closely with procurement, legal, and technical teams. 8 or more years of experience, relies on experience and judgment to plan and accomplish goals, independently performs a variety of complicated tasks, may lead and direct the work of others, a wide degree of creativity and latitude is expected.</p>	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	8	\$120.83
217	ACS217	IT Procurement Specialist- No Variance	<p>Recommends and establishes the IT procurement strategy, processes, and procedures that are consistent with corporate policy, IT project requirements and sound commercial, legal and ethical practices. Responsible for the systematic execution of processes and procedures for the timely and cost effective purchasing of IT products and services. Manages the activities of the IT procurement function, including the collection and execution of purchase orders, negotiation of bids from vendors, placement and tracking of purchase orders and coordination and reconciliation of invoices for processing. Manages the full cycle of all IT purchases, agreements and contracts from initiation to completion. Manages supplier relationships and service level administration for vendors. Acts as a liaison between IT and vendors in major dispute resolution concerning supplier performance. Evaluates supplier base for cost savings opportunities. Identifies and engages services of new suppliers in support of IT requirements.</p>	Bachelor's Degree in Business Administration, Finance, Accounting, or other related field. Or equivalent work experience.	1	\$81.29

ACS Consultancy Services, Inc Approved Price List			Number of Approved Titles:	98	Last Updated:	10/10/2025
Item Number	SKU	Job Title	Job Description	Minimum Education / Certification Level	Minimum Years of Experience	NYS Contract Price (Not to Exceed Hourly Rate, Exclusive of Travel)
218	ACS218	Knowledge Engineer- No Variance	Responsible for developing an infrastructure and process to capture knowledge gained by the organization through successful system interventions and enabling its shared use. Oversees the identification of critical knowledge, its usage, availability and the needs of various business groups. Involved in modeling information sources, flows and critical paths, as well as understanding how information is turned into knowledge and the relationship of knowledge and how it supports and enables key business processes. Facilitates the development of supporting knowledge architecture and standards. Works with operations staff to define an operational framework that defines, develops and implements delivery systems, systems management, policies and security frameworks to ensure delivery of knowledge and information to appropriate groups. Possesses expertise in process and data modeling, architectural development methodologies, IT planning methodologies and extensive knowledge of the enterprise's business and decision-making processes. Must possess strong leadership skills to gain credibility with various business leaders and stakeholders. Makes complex IT and business decisions. Works with other IT groups to ensure solid cross-functional decisions are made as a team.	Bachelor's or Master's Degree in Computer Science, Information Systems, Business Administration, or other related field. Or equivalent work experience.	5	\$170.66
219	ACS219	Manager, Business Continuanace- No Variance	Responsible for the implementation and integration of risk management procedures across the enterprise, based on a thorough understanding of key IT services that must be maintained to reduce financial loss and critical customer service capability. Ensures monitoring and testing of business continuance procedures, ensures response to system failures, and is proactive in building processes to minimize/eliminate downtime. Develops service level risk management agreements with the business and with vendors.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	5	\$163.94
220	ACS220	Manager, Capacity Planning- No Variance	Develops, manages and forecasts capacity requirements based on business needs and IT infrastructure growth capacity. Facilitates the development of policies to ensure that existing capacity is being used as efficiently as possible. Ensures data recovery, maintenance, data integrity and space requirements are met across a variety of platforms. Ensures that capacity workload modeling and availability analysis is performed for a variety of platforms and large environments. Serves as an expert resource to IT groups in planning the resource requirements for systems under development. Presents statistical availability and trend analysis and recommendations to IT management, IT leadership, and the business, as needed. Ensures reliability and availability of platforms to meet business objectives.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	5	\$144.49
221	ACS221	Manager, Client Technologies 1	Responsible for providing IT users with desktop equipment and support, determining user needs and incorporating them into the design and overall plan for desktop support. The range of accountabilities minimally covers hardware and software planning, vendor selection, acquisition, Tier 2 problem resolution, set-up, integration, testing and installation. Works with organizations supported to establish performance metrics to ensure needs are being properly met. Monitors and analyzes performance metrics, sharing results with users. Organizes and coordinates the activities associated with installation, deployment and upgrade of software, hardware and network facilities as it relates to the desktop environment. Desktop applications may include productivity tools, email, and applications that are used by groups without programming customization. Evaluates and provides techniques for increasing user desktop productivity.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	1	\$90.74
222	ACS222	Manager, Client Technologies 2	Responsible for providing IT users with desktop equipment and support, determining user needs and incorporating them into the design and overall plan for desktop support. The range of accountabilities minimally covers hardware and software planning, vendor selection, acquisition, Tier 2 problem resolution, set-up, integration, testing and installation. Works with organizations supported to establish performance metrics to ensure needs are being properly met. Monitors and analyzes performance metrics, sharing results with users. Organizes and coordinates the activities associated with installation, deployment and upgrade of software, hardware and network facilities as it relates to the desktop environment. Desktop applications may include productivity tools, email, and applications that are used by groups without programming customization. Evaluates and provides techniques for increasing user desktop productivity.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	5	\$126.75
223	ACS223	Manager, Client Technologies 3	Responsible for providing IT users with desktop equipment and support, determining user needs and incorporating them into the design and overall plan for desktop support. The range of accountabilities minimally covers hardware and software planning, vendor selection, acquisition, Tier 2 problem resolution, set-up, integration, testing and installation. Works with organizations supported to establish performance metrics to ensure needs are being properly met. Monitors and analyzes performance metrics, sharing results with users. Organizes and coordinates the activities associated with installation, deployment and upgrade of software, hardware and network facilities as it relates to the desktop environment. Desktop applications may include productivity tools, email, and applications that are used by groups without programming customization. Evaluates and provides techniques for increasing user desktop productivity.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	8	\$175.20
224	ACS224	Manager, Computer Operations 1	Responsible for the activities in the areas of production, data control, operations, and operations support. Develops and implements standards, procedures and processes for the operations group. Plans and manages the support of new technologies, data center performance and reliability. Defines and negotiates service level agreements. Oversees and coordinates the daily activities of the operations center. Provides input and recommendations regarding business continuance issues and improvements to the operations of systems and processes supported.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	1	\$90.78
225	ACS225	Manager, Computer Operations 2	Responsible for the activities in the areas of production, data control, operations, and operations support. Develops and implements standards, procedures and processes for the operations group. Plans and manages the support of new technologies, data center performance and reliability. Defines and negotiates service level agreements. Oversees and coordinates the daily activities of the operations center. Provides input and recommendations regarding business continuance issues and improvements to the operations of systems and processes supported.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	5	\$125.11

ACS Consultancy Services, Inc Approved Price List			Number of Approved Titles:	98	Last Updated:	10/10/2025
Item Number	SKU	Job Title	Job Description	Minimum Education / Certification Level	Minimum Years of Experience	NYS Contract Price (Not to Exceed Hourly Rate, Exclusive of Travel)
226	ACS226	Manager, Computer Operations 3	Responsible for the activities in the areas of production, data control, operations, and operations support. Develops and implements standards, procedures and processes for the operations group. Plans and manages the support of new technologies, data center performance and reliability. Defines and negotiates service level agreements. Oversees and coordinates the daily activities of the operations center. Provides input and recommendations regarding business continuance issues and improvements to the operations of systems and processes supported.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	8	\$180.95
227	ACS227	Manager, CRM Technology- No Variance	Responsible for leading a team in analyzing and determining business requirements and managing the planning and execution of Customer Relationship Management (CRM) technology and associated programs to achieve business objectives of enhancing customer satisfaction, optimizing profitability and developing long-term customer loyalty. Acts as a liaison between the IT and business communities in developing and implementing CRM solutions, manages the business impact of all CRM projects. Oversees the development and improvement of the technology framework that supports the integration of enterprise customer response process through various customer services channels (e.g., mail, email, Web, call center). Partners with Sales, Marketing and the business community to develop CRM strategies and support the development and execution of customer campaigns and promotions by mining the enterprise CRM database. Works closely with data management, infrastructure and development groups to ensure required data and systems are in place to meet the enterprise's CRM needs. Leads the research, evaluation and selection of CRM technologies. Possesses a thorough understanding of data architectural development methodology, process and data modeling, Web and call center technologies for CRM solutions. Has working knowledge of database marketing methodologies and processes, including but are not limited to channel and segment marketing, direct marketing and online marketing. Strong project management skills in planning and monitoring projects in a cross-functional environment.	Bachelor's Degree in Computer Science, Information Systems, Business Administration or other related field. Or equivalent work experience.	8	\$212.54
228	ACS228	Manager, Customer Relations- No Variance	Overall responsibility for establishing, managing and maintaining strategic relationships with external customers in one or more business segments. Regularly interacts with functional groups within the IT organization to communicate and clarify customer requirements. Performs as liaison between enterprise and end-users, outside vendors, contractors, and consultants to define and establish service and support requirements. Investigates and resolves customer relationship problems. May participate in contract negotiation and administration. Analyzes and determines operational and financial impact of new product and service offerings. Proposes changes or solutions to products and services for optimal business results. Assists in organization change management and functions as an internal consultant in analyzing business processes, assessing and defining customer specifications and requirements, proposing business solutions that prioritizes technology and services needs to satisfy customer requirements, and facilitating solution design, building and testing.	Bachelor's Degree in Computer Science, Information Systems, Business Administration, Marketing, or other related field. Or equivalent work experience.	8	\$151.15
229	ACS229	Manager, Data Warehouse- No Variance	Works with the business and senior IT leadership to identify and establish information requirements, develop and implement data warehouse strategies that utilize data marts and/or data warehouse systems to enhance business processes and manage business intelligence. Leads the activities of data warehouse project teams in the design, development and implementation of data warehouses; and the configuration and auditing of data warehouses to ensure quality control of data. Responsible for overseeing the development, operations and maintenance of data warehouse environment, including organizational balance and system coherency between front-end desktop/client environment and data warehouse back-end processing functions. Provides guidance regarding the use of data warehouse system, capability of systems to deliver information, and subject matter expertise regarding current systems and emerging technology. Needed knowledge includes process and data modeling, data architectural development methodology, project management and extensive knowledge of data warehouses and data marts.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	8	\$178.83
230	ACS230	Manager, Decision Support- No Variance	Acts as liaison between business and IT leadership regarding the identification of business critical information and knowledge (e.g., customer and market data), and its usage and availability. Manages the Decision Support staff to ensure that the Decision Support Systems (DSS) and Executive Information Systems (EIS) are built to meet the information needs of the business leaders and various business units. Has full understanding of corporate strategies and must manage the diversity of needs and prioritize those needs based on the overall business strategy of the organization. Works closely with key business leaders to define critical information needs, providing guidance regarding availability of data, capability of systems to deliver information needs, and subject matter expertise regarding current systems and emerging technology. Leads the research, evaluation and selection of new technologies. Leads cost and feasibility studies. Ensures project management process is in place, provides resource management and ensures quality and timely solutions. Needed knowledge includes process and data modeling, data architectural development methodology, IT planning methodology, consulting and facilitation, project management and extensive knowledge of the enterprise's data and decision-making processes.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	5	\$150.89

ACS Consultancy Services, Inc Approved Price List			Number of Approved Titles:	98	Last Updated:	10/10/2025
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231	ACS231	Manager, Electronic Commerce- No Variance	Partners with business units to develop creative solutions using e-commerce technology that will enhance the enterprise's competitive advantage. Directs the implementation of e-Commerce services and businesses for the enterprise or specific business units. Responsible for the daily management of e-Commerce activities and staff. Possesses professional experience and knowledge in a variety of net-centric computing architectures and technologies. Possesses an operational knowledge of key business processes and understands the technology either utilized or needed for their operation. Strong Project Management expertise is essential.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	5	\$136.16
232	ACS232	Manager, IT Audit- No Variance	Leads and manages internal audit function for information systems audits and compliance-related work (e.g., Sarbanes-Oxley Act compliance) using generally applicable and accepted standards and framework for IT audit (e.g., COBIT). Develops and implements an IT audit strategy and plan to review technical systems controls, identify control weakness and communicate significant control and compliance risk to senior management. Provides recommendations to correct or mitigate IT systems control and compliance weaknesses. Works with corporate and IT risk management team in developing and implementing internal control policies in a wide variety of IT processes. Promotes compliance with regulatory requirements and IT best practices, especially with respect to project management, systems development and information security. Provides control-related consultancy to management teams and ensures the existing/new applications and/or technology infrastructure elements comply with enterprise security, control and audit standards in addition to passing local and federal regulatory examinations. Supervises and conducts audit activities. Prepares audit reports, advises IT leadership and business line management about the status of technology-related internal control and compliance issues, makes recommendations for risk mitigation, process, control or cost improvement approaches. Plans, manages, directs and reviews the work of technical auditors and consultants.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	5	\$166.21
233	ACS233	Manager, IT Business Planning 1	Assists the IT organization in defining and implementing its business plan and goals to support the strategy and goals of the organization. Responsible for working with IT and business leaders to create the business plan for IT. Assists in the cascading of plans to the various IT divisions/departments. Scans the external IT environment to provide a common set of planning assumptions, competitive analysis, current and future market assessments for products and services to the business, and a common set of planning processes and tools to assist those with planning responsibility in IT. Assists IT and business leadership in actualizing the business plans within their own area of responsibility, working with them to ensure that technical and resource decisions link to the overall IT plan. Works closely with the enterprise's business planning leaders to ensure alignment. Responsible for ensuring that business planning and purpose is considered in all key IT decisions, and therefore must be involved in the discussion and decision making process for technology, business, and human resource investments on an on-going basis. Works with Finance and Human Resources to represent the needs of IT and understand the cost and human resources impact of those needs in creating, implementing and adjusting business plans. This position typically reports to the CIO. Ensures alignment of the IT strategy to the business strategy. Responsible for ensuring integration of all work performed across all business units. Responsible for educating senior business leaders on the IT strategy as well as educating senior IT leadership on the direction of the business. High degree of business complexity and impact to overall success of IT in meeting business needs.	Bachelor's Degree in Computer Science, Information Systems, Business Administration, Finance, or other related field. Or equivalent work experience.	1	\$136.10
234	ACS234	Manager, IT Business Planning 2	Assists the IT organization in defining and implementing its business plan and goals to support the strategy and goals of the organization. Responsible for working with IT and business leaders to create the business plan for IT. Assists in the cascading of plans to the various IT divisions/departments. Scans the external IT environment to provide a common set of planning assumptions, competitive analysis, current and future market assessments for products and services to the business, and a common set of planning processes and tools to assist those with planning responsibility in IT. Assists IT and business leadership in actualizing the business plans within their own area of responsibility, working with them to ensure that technical and resource decisions link to the overall IT plan. Works closely with the enterprise's business planning leaders to ensure alignment. Responsible for ensuring that business planning and purpose is considered in all key IT decisions, and therefore must be involved in the discussion and decision making process for technology, business, and human resource investments on an on-going basis. Works with Finance and Human Resources to represent the needs of IT and understand the cost and human resources impact of those needs in creating, implementing and adjusting business plans. This position typically reports to the CIO. Ensures alignment of the IT strategy to the business strategy. Responsible for ensuring integration of all work performed across all business units. Responsible for educating senior business leaders on the IT strategy as well as educating senior IT leadership on the direction of the business. High degree of business complexity and impact to overall success of IT in meeting business needs.	Bachelor's Degree in Computer Science, Information Systems, Business Administration, Finance, or other related field. Or equivalent work experience.	5	\$178.71

ACS Consultancy Services, Inc Approved Price List			Number of Approved Titles:	98	Last Updated:	10/10/2025
Item Number	SKU	Job Title	Job Description	Minimum Education / Certification Level	Minimum Years of Experience	NYS Contract Price (Not to Exceed Hourly Rate, Exclusive of Travel)
235	ACS235	Manager, IT Business Planning 3	<p>Assists the IT organization in defining and implementing its business plan and goals to support the strategy and goals of the organization. Responsible for working with IT and business leaders to create the business plan for IT. Assists in the cascading of plans to the various IT divisions/departments. Scans the external IT environment to provide a common set of planning assumptions, competitive analysis, current and future market assessments for products and services to the business, and a common set of planning processes and tools to assist those with planning responsibility in IT. Assists IT and business leadership in actualizing the business plans within their own area of responsibility, working with them to ensure that technical and resource decisions link to the overall IT plan. Works closely with the enterprise's business planning leaders to ensure alignment.</p> <p>Responsible for ensuring that business planning and purpose is considered in all key IT decisions, and therefore must be involved in the discussion and decision making process for technology, business, and human resource investments on an on-going basis. Works with Finance and Human Resources to represent the needs of IT and understand the cost and human resources impact of those needs in creating, implementing and adjusting business plans.</p> <p>This position typically reports to the CIO. Ensures alignment of the IT strategy to the business strategy. Responsible for ensuring integration of all work performed across all business units. Responsible for educating senior business leaders on the IT strategy as well as educating senior IT leadership on the direction of the business. High degree of business complexity and impact to overall success of IT in meeting business needs.</p>	Bachelor's Degree in Computer Science, Information Systems, Business Administration, Finance, or other related field. Or equivalent work experience.	8	\$181.12
236	ACS236	Manager, IT Finance- No Variance	<p>Provides financial management for the IT organization. Leads the analysis, development and implementation of financial services for IT planning and control. Analyzes and prepares IT budget and develops proposals with supporting documentation and justification. Leads analysis on IT financial conditions, business compliance matters and effectiveness of strategies and programs to business objectives, develops recommendations for senior IT leadership team for a variety of business issues. Provides financial statements for IT leadership team such as monthly budgets and summary reports. Audits and approves invoices for contract payment. Develops financial metrics and conducts audits to ensure compliance. Drives common accounting practices, reconciliations and consistent reporting. Ensures the compliance with all federal and state legislations as well as internal policies and procedures. May be in charge of developing an appropriate pricing model and chargeback scheme for IT services.</p>	Bachelor's Degree in Finance, Economics, Accounting, or other related field. Or equivalent work experience.	5	\$159.00
237	ACS237	Manager, IT Procurement- No Variance	<p>Recommends and establishes the IT procurement strategy, processes, and procedures that are consistent with corporate policy, IT project requirements and sound commercial, legal and ethical practices. Responsible for the systematic execution of processes and procedures for the timely and cost effective purchasing of IT products and services. Manages the activities of the IT procurement function, including the collection and execution of purchase orders, negotiation of bids from vendors, placement and tracking of purchase orders and coordination and reconciliation of invoices for processing. Manages the full cycle of all IT purchases, agreements and contracts from initiation to completion. Manages supplier relationships and service level administration for vendors. Acts as a liaison between IT and vendors in major dispute resolution concerning supplier performance. Evaluates supplier base for cost savings opportunities. Identifies and engages services of new suppliers in support of IT requirements.</p>	Bachelor's Degree in Business Administration, Finance, Accounting, or other related field. Or equivalent work experience.	5	\$155.84
238	ACS238	Manager, Network Operations 1	<p>Responsible for network operations and service levels for data and voice networking equipment and software including mainframe equipment, PBX, mid-range and network processing devices. Develops and implements standards, procedures, and processes for the network operations group. Plans and manages the support of new technologies (including wireless), network performance, and reliability. Defines and negotiates service level agreements. Oversees and coordinates the daily activities of the network operations center. Plans for human resources, equipment arrangements, electrical power and cable requirements for telecommunications and information processing equipment.</p>	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	1	\$94.86
239	ACS239	Manager, Network Operations 2	<p>Responsible for network operations and service levels for data and voice networking equipment and software including mainframe equipment, PBX, mid-range and network processing devices. Develops and implements standards, procedures, and processes for the network operations group. Plans and manages the support of new technologies (including wireless), network performance, and reliability. Defines and negotiates service level agreements. Oversees and coordinates the daily activities of the network operations center. Plans for human resources, equipment arrangements, electrical power and cable requirements for telecommunications and information processing equipment.</p>	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	5	\$140.75
240	ACS240	Manager, Network Operations 3	<p>Responsible for network operations and service levels for data and voice networking equipment and software including mainframe equipment, PBX, mid-range and network processing devices. Develops and implements standards, procedures, and processes for the network operations group. Plans and manages the support of new technologies (including wireless), network performance, and reliability. Defines and negotiates service level agreements. Oversees and coordinates the daily activities of the network operations center. Plans for human resources, equipment arrangements, electrical power and cable requirements for telecommunications and information processing equipment.</p>	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	8	\$184.63

ACS Consultancy Services, Inc Approved Price List			Number of Approved Titles:	98	Last Updated:	10/10/2025
Item Number	SKU	Job Title	Job Description	Minimum Education / Certification Level	Minimum Years of Experience	NYS Contract Price (Not to Exceed Hourly Rate, Exclusive of Travel)
241	ACS241	Manager, Outsourcing Contracts- No Variance	Responsible for all activities relating to the outsourcing contract management function. Leads contract efforts from contract signing, through vendor transition and current operational state. Establishes metrics, process and procedures and oversight management model required to ensure optimum vendor delivery, service, quality and pricing. Monitors vendor contracts to ensure terms and conditions are met; defines and manages vendor penalties/incentives if performance does not meet established criteria/exceeds established criteria. Interprets the contract for the enterprise. Sets vendor directions and priorities. Creates, negotiates and incorporates contract amendments. Renegotiates contract, if required, to accommodate scope changes or changes in business requirements. Reviews vendor proposals and negotiates pricing/terms. Reviews vendor invoices for accuracy, and owns enterprise budget responsibility for the outsourcing expense. Serves as first point of negotiation for vendor disputes. Complexity of position can vary significantly depending on deal size/scope, single vs. multiple contract responsibility, and whether responsibility covers IT outsourcing contracts exclusively or all enterprise outsourcing contracts.	Bachelor's Degree in Business Administration, or other related field. Or equivalent work experience.	5	\$149.58
242	ACS242	Manager, Product Development 1	Manages research and development activities relating to the design and development of software or hardware products and qualification or re-qualification of new and existing products. Works with a cross-functional team to ensure fulfillment of product requirements, evaluates product performance and transition products from development to commercialization. Assists in determining product delivery and deployment dates for new product releases, feature and maintenance releases and regular corrective service or service pack releases. Acts as a technical consultant to the product organization and leads research, and prototyping of innovative technologies and products. Ensures the technology and architectural roadmap of engineering is properly aligned with and supports the product/business road map. Acts as a customer liaison on technical issues related to product integration, custom development and requirements. May lead major releases and ensure feature enhancements respond to customer requests. Responsible for product delivery managing schedules and tasks related to all aspects of product development.	Bachelor's Degree in Computer Science, Information Systems, Engineering, or other related field. Or equivalent work experience.	1	\$98.29
243	ACS243	Manager, Product Development 2	Manages research and development activities relating to the design and development of software or hardware products and qualification or re-qualification of new and existing products. Works with a cross-functional team to ensure fulfillment of product requirements, evaluates product performance and transition products from development to commercialization. Assists in determining product delivery and deployment dates for new product releases, feature and maintenance releases and regular corrective service or service pack releases. Acts as a technical consultant to the product organization and leads research, and prototyping of innovative technologies and products. Ensures the technology and architectural roadmap of engineering is properly aligned with and supports the product/business road map. Acts as a customer liaison on technical issues related to product integration, custom development and requirements. May lead major releases and ensure feature enhancements respond to customer requests. Responsible for product delivery managing schedules and tasks related to all aspects of product development.	Bachelor's Degree in Computer Science, Information Systems, Engineering, or other related field. Or equivalent work experience.	5	\$133.53
244	ACS244	Manager, Product Development 3	Manages research and development activities relating to the design and development of software or hardware products and qualification or re-qualification of new and existing products. Works with a cross-functional team to ensure fulfillment of product requirements, evaluates product performance and transition products from development to commercialization. Assists in determining product delivery and deployment dates for new product releases, feature and maintenance releases and regular corrective service or service pack releases. Acts as a technical consultant to the product organization and leads research, and prototyping of innovative technologies and products. Ensures the technology and architectural roadmap of engineering is properly aligned with and supports the product/business road map. Acts as a customer liaison on technical issues related to product integration, custom development and requirements. May lead major releases and ensure feature enhancements respond to customer requests. Responsible for product delivery managing schedules and tasks related to all aspects of product development.	Bachelor's Degree in Computer Science, Information Systems, Engineering, or other related field. Or equivalent work experience.	8	\$176.31
245	ACS245	Manager, Production Support 1	Manages the daily operations of the Production Support group. Develops and implements policies and procedures for the production support function which includes operator training and development, data center scheduling, installation and re-start and recovery procedures. Monitors and reports all production outages. Performs proactive analysis on all factors impacting high availability and service level attainment. Requires interaction with appropriate IT and business unit personnel. This position requires in-depth knowledge of computer operations, monitoring and control, systems recovery and production processing control.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	1	\$114.74
246	ACS246	Manager, Production Support 2	Manages the daily operations of the Production Support group. Develops and implements policies and procedures for the production support function which includes operator training and development, data center scheduling, installation and re-start and recovery procedures. Monitors and reports all production outages. Performs proactive analysis on all factors impacting high availability and service level attainment. Requires interaction with appropriate IT and business unit personnel. This position requires in-depth knowledge of computer operations, monitoring and control, systems recovery and production processing control.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	5	\$144.81

ACS Consultancy Services, Inc Approved Price List			Number of Approved Titles:	98	Last Updated:	10/10/2025
Item Number	SKU	Job Title	Job Description	Minimum Education / Certification Level	Minimum Years of Experience	NYS Contract Price (Not to Exceed Hourly Rate, Exclusive of Travel)
247	ACS247	Manager, Systems Software 1	Responsible for managing the programming, administration and support activities for the enterprise's operating systems that may reside on multiple platforms. Has a high level understanding of operating systems and foundation architecture. Accountable for operating systems software selection and development and continued maintenance of such systems to improve efficiencies. Develops departmental standards and procedures including systems programming standards and program documentation requirements. Defines and monitors multiple projects, provides technical and administrative supervision. Must interface with members of the IT and user community to coordinate activities relating to the implementation of new software. Provides technical consultation and support to users and other IT staff.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	1	\$138.94
248	ACS248	Manager, Systems Software 2	Responsible for managing the programming, administration and support activities for the enterprise's operating systems that may reside on multiple platforms. Has a high level understanding of operating systems and foundation architecture. Accountable for operating systems software selection and development and continued maintenance of such systems to improve efficiencies. Develops departmental standards and procedures including systems programming standards and program documentation requirements. Defines and monitors multiple projects, provides technical and administrative supervision. Must interface with members of the IT and user community to coordinate activities relating to the implementation of new software. Provides technical consultation and support to users and other IT staff.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	5	\$161.06
249	ACS249	Manager, Systems Software 3	Responsible for managing the programming, administration and support activities for the enterprise's operating systems that may reside on multiple platforms. Has a high level understanding of operating systems and foundation architecture. Accountable for operating systems software selection and development and continued maintenance of such systems to improve efficiencies. Develops departmental standards and procedures including systems programming standards and program documentation requirements. Defines and monitors multiple projects, provides technical and administrative supervision. Must interface with members of the IT and user community to coordinate activities relating to the implementation of new software. Provides technical consultation and support to users and other IT staff.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	8	\$203.19
250	ACS250	Manager, Technical Product Support 1	Develops business strategy and provides direction for technical product support function. Manages a team responsible for resolving customer technical problems with enterprise's products, developing the technical related responses for Requests for Quotes (RFQs), working with sales team to address technical product issues, and delivering and installing new software releases to customers and providing post-sales technical product support to customers. Responsible for managing the technical interface to customers, including RFQ specification reviews, hands-on testing and modeling and interfacing with development and engineering for systems design work at customer sites. Responsible for building and maintaining relationships that can be leveraged to support the achievement of business objectives.	Bachelor's Degree in Computer Science, Information Systems, Business Administration, or other related field. Or equivalent work experience.	1	\$88.72
251	ACS251	Manager, Technical Product Support 2	Develops business strategy and provides direction for technical product support function. Manages a team responsible for resolving customer technical problems with enterprise's products, developing the technical related responses for Requests for Quotes (RFQs), working with sales team to address technical product issues, and delivering and installing new software releases to customers and providing post-sales technical product support to customers. Responsible for managing the technical interface to customers, including RFQ specification reviews, hands-on testing and modeling and interfacing with development and engineering for systems design work at customer sites. Responsible for building and maintaining relationships that can be leveraged to support the achievement of business objectives.	Bachelor's Degree in Computer Science, Information Systems, Business Administration, or other related field. Or equivalent work experience.	5	\$102.21
252	ACS252	Manager, Technical Product Support 3	Develops business strategy and provides direction for technical product support function. Manages a team responsible for resolving customer technical problems with enterprise's products, developing the technical related responses for Requests for Quotes (RFQs), working with sales team to address technical product issues, and delivering and installing new software releases to customers and providing post-sales technical product support to customers. Responsible for managing the technical interface to customers, including RFQ specification reviews, hands-on testing and modeling and interfacing with development and engineering for systems design work at customer sites. Responsible for building and maintaining relationships that can be leveraged to support the achievement of business objectives.	Bachelor's Degree in Computer Science, Information Systems, Business Administration, or other related field. Or equivalent work experience.	8	\$117.56

ACS Consultancy Services, Inc Approved Price List			Number of Approved Titles:	98	Last Updated:	10/10/2025
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253	ACS253	Manager, Technical Training 1	<p>Manages the IT training life cycle, including needs analysis, training strategy and development and delivery of training programs and tools for IT professionals and end-users. Additionally, implements and manages a skills management and competency development process for the IT professional staff and end-user community. Coordinates or provides services to identify business and subsequent training drivers for the organization and identifies technology drivers for the analysis of roles and their associated skills and competencies. Leads analysis of current skills to identify skill gaps and works with IT to prioritize skills training and development imperatives. Ensures a technical learning environment exists in the organization. Responsible for ensuring capability of technology is maximized through effective training, resulting in transfer of knowledge and skills that support organizational needs.</p> <p>Oversees the development of curriculums and specific courseware to address skill gaps for IT professionals and end-users, and oversees the selection and usage of various training delivery systems and certification/testing methods to assess the effectiveness and efficiency of programs. Measures training return on investment (ROI) and helps to pilot test new training techniques, strategies, tools and processes to increase training effectiveness.</p>	Bachelor's Degree in Instructional Technology, Computer Science, Information Systems, Education, or other related field. Or equivalent work experience.	1	\$94.23
254	ACS254	Manager, Technical Training 2	<p>Manages the IT training life cycle, including needs analysis, training strategy and development and delivery of training programs and tools for IT professionals and end-users. Additionally, implements and manages a skills management and competency development process for the IT professional staff and end-user community. Coordinates or provides services to identify business and subsequent training drivers for the organization and identifies technology drivers for the analysis of roles and their associated skills and competencies. Leads analysis of current skills to identify skill gaps and works with IT to prioritize skills training and development imperatives. Ensures a technical learning environment exists in the organization. Responsible for ensuring capability of technology is maximized through effective training, resulting in transfer of knowledge and skills that support organizational needs.</p> <p>Oversees the development of curriculums and specific courseware to address skill gaps for IT professionals and end-users, and oversees the selection and usage of various training delivery systems and certification/testing methods to assess the effectiveness and efficiency of programs. Measures training return on investment (ROI) and helps to pilot test new training techniques, strategies, tools and processes to increase training effectiveness.</p>	Bachelor's Degree in Instructional Technology, Computer Science, Information Systems, Education, or other related field. Or equivalent work experience.	5	\$113.62
255	ACS255	Manager, Technical Training 3	<p>Manages the IT training life cycle, including needs analysis, training strategy and development and delivery of training programs and tools for IT professionals and end-users. Additionally, implements and manages a skills management and competency development process for the IT professional staff and end-user community. Coordinates or provides services to identify business and subsequent training drivers for the organization and identifies technology drivers for the analysis of roles and their associated skills and competencies. Leads analysis of current skills to identify skill gaps and works with IT to prioritize skills training and development imperatives. Ensures a technical learning environment exists in the organization. Responsible for ensuring capability of technology is maximized through effective training, resulting in transfer of knowledge and skills that support organizational needs.</p> <p>Oversees the development of curriculums and specific courseware to address skill gaps for IT professionals and end-users, and oversees the selection and usage of various training delivery systems and certification/testing methods to assess the effectiveness and efficiency of programs. Measures training return on investment (ROI) and helps to pilot test new training techniques, strategies, tools and processes to increase training effectiveness.</p>	Bachelor's Degree in Instructional Technology, Computer Science, Information Systems, Education, or other related field. Or equivalent work experience.	8	\$158.32
256	ACS256	Manager, Technology Research- No Variance	<p>Understands the strategic direction of enterprise and the supporting IT systems and architectures. Maintains knowledge of emerging technological trends and utilizes this knowledge to educate both IT and the business on opportunities to build better IT solutions that support and drive business decisions. Assists in the definition of the architecture and technology needs of the organization based on new and emerging technologies, and establishes priorities and strategies consistent with business goals and economic viability. Establishes foundation architecture for organization to standardize on hardware and software usage. Serves as a consultant and advisor to senior IT leadership on advanced technologies and evaluates the business impact through cost/benefit analysis. Recommends and incorporates technology with long-term business plans.</p> <p>Transfers knowledge of key learnings throughout the enterprise, and establishes and communicates strategic and technological plans.</p>	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	5	\$160.08
257	ACS257	Manager, Telecommunication Operations 1	<p>Manages the operations, daily planning, engineering, design, and resource allocation for the enterprise's telecommunications functions. Ensures customer satisfaction through quality standards and measures by evaluating the performance of telecommunications networks and related interfaces. Responsible for strategic telecommunications planning and works with senior IT leadership to coordinate telecommunication plans with those of the business. Develops and implements standards, procedures, and processes for the telecommunications group. Plans and manages the support of new technologies, performance and reliability. Defines and negotiates service level agreements. Oversees and coordinates the daily activities of the operations center. Performs a coordination role with enterprise management, vendors and customers.</p>	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	1	\$114.07

ACS Consultancy Services, Inc Approved Price List			Number of Approved Titles:	98	Last Updated:	10/10/2025
Item Number	SKU	Job Title	Job Description	Minimum Education / Certification Level	Minimum Years of Experience	NYS Contract Price (Not to Exceed Hourly Rate, Exclusive of Travel)
258	ACS258	Manager, Telecommunication Operations 2	Manages the operations, daily planning, engineering, design, and resource allocation for the enterprise's telecommunications functions. Ensures customer satisfaction through quality standards and measures by evaluating the performance of telecommunications networks and related interfaces. Responsible for strategic telecommunications planning and works with senior IT leadership to coordinate telecommunication plans with those of the business. Develops and implements standards, procedures, and processes for the telecommunications group. Plans and manages the support of new technologies, performance and reliability. Defines and negotiates service level agreements. Oversees and coordinates the daily activities of the operations center. Performs a coordination role with enterprise management, vendors and customers.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	5	\$153.22
259	ACS259	Manager, Telecommunication Operations 3	Manages the operations, daily planning, engineering, design, and resource allocation for the enterprise's telecommunications functions. Ensures customer satisfaction through quality standards and measures by evaluating the performance of telecommunications networks and related interfaces. Responsible for strategic telecommunications planning and works with senior IT leadership to coordinate telecommunication plans with those of the business. Develops and implements standards, procedures, and processes for the telecommunications group. Plans and manages the support of new technologies, performance and reliability. Defines and negotiates service level agreements. Oversees and coordinates the daily activities of the operations center. Performs a coordination role with enterprise management, vendors and customers.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	8	\$182.89
260	ACS260	Manager, Vendor Relationships 1	Develops and implements the strategic sourcing and vendor relationship strategies. Manages the selection, acquisition and monitoring of contractual agreements for hardware, software and IT services for the enterprise. Works closely with the business and IT to understand their needs and serves as the IT point of contact for all purchases, deliveries and problems with products and services. Articulates and negotiates service level agreements. Works with Asset Management to ensure appropriate use of corporate funds. Develops, or assists in the development of Request for Information (RFIs), Request for Proposal (RFPs) and business cases. Qualifies vendors and maintains an approved vendor database and tracking system. Establishes standards and procedures for evaluating products and services. Serves as the primary interface between the service provider and the business. Maintains contact with vendors to manage the status and quality of orders and the progress toward contractual commitments. Provides status updates on purchases, escalates delivery problems as necessary to affect minimal impact to the operation. Follows up with IT management to ensure satisfaction with delivered products and services and addresses any problems or concerns. Participates in the budget process, such as annual budget planning, providing cash flow for other departments, quarterly reconciliation and ad hoc expense reports. Continually seeks optimal value in service from vendors, reviewing and monitoring performance and return-on-investment metrics and initiating contract modifications. Pursues new vendor relationships as needed. Must have a basic under-standing of all product and service needs, and must maintain knowledge of changing technologies.	Bachelor's Degree in Computer Science, Information Systems, Business Administration, or other related field. Or equivalent work experience.	1	\$94.79
261	ACS261	Manager, Vendor Relationships 2	Develops and implements the strategic sourcing and vendor relationship strategies. Manages the selection, acquisition and monitoring of contractual agreements for hardware, software and IT services for the enterprise. Works closely with the business and IT to understand their needs and serves as the IT point of contact for all purchases, deliveries and problems with products and services. Articulates and negotiates service level agreements. Works with Asset Management to ensure appropriate use of corporate funds. Develops, or assists in the development of Request for Information (RFIs), Request for Proposal (RFPs) and business cases. Qualifies vendors and maintains an approved vendor database and tracking system. Establishes standards and procedures for evaluating products and services. Serves as the primary interface between the service provider and the business. Maintains contact with vendors to manage the status and quality of orders and the progress toward contractual commitments. Provides status updates on purchases, escalates delivery problems as necessary to affect minimal impact to the operation. Follows up with IT management to ensure satisfaction with delivered products and services and addresses any problems or concerns. Participates in the budget process, such as annual budget planning, providing cash flow for other departments, quarterly reconciliation and ad hoc expense reports. Continually seeks optimal value in service from vendors, reviewing and monitoring performance and return-on-investment metrics and initiating contract modifications. Pursues new vendor relationships as needed. Must have a basic under-standing of all product and service needs, and must maintain knowledge of changing technologies.	Bachelor's Degree in Computer Science, Information Systems, Business Administration, or other related field. Or equivalent work experience.	5	\$135.16

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262	ACS262	Manager, Vendor Relationships 3	<p>Develops and implements the strategic sourcing and vendor relationship strategies. Manages the selection, acquisition and monitoring of contractual agreements for hardware, software and IT services for the enterprise. Works closely with the business and IT to understand their needs and serves as the IT point of contact for all purchases, deliveries and problems with products and services. Articulates and negotiates service level agreements. Works with Asset Management to ensure appropriate use of corporate funds. Develops, or assists in the development of Request for Information (RFIs), Request for Proposal (RFPs) and business cases.</p> <p>Qualifies vendors and maintains an approved vendor database and tracking system. Establishes standards and procedures for evaluating products and services. Serves as the primary interface between the service provider and the business. Maintains contact with vendors to manage the status and quality of orders and the progress toward contractual commitments. Provides status updates on purchases, escalates delivery problems as necessary to affect minimal impact to the operation. Follows up with IT management to ensure satisfaction with delivered products and services and addresses any problems or concerns.</p> <p>Participates in the budget process, such as annual budget planning, providing cash flow for other departments, quarterly reconciliation and ad hoc expense reports. Continually seeks optimal value in service from vendors, reviewing and monitoring performance and return-on-investment metrics and initiating contract modifications. Pursues new vendor relationships as needed. Must have a basic understanding of all product and service needs, and must maintain knowledge of changing technologies.</p>	Bachelor's Degree in Computer Science, Information Systems, Business Administration, or other related field. Or equivalent work experience.	8	\$183.74
263	ACS263	Mgmt. Applications Development 1	Coordinates systems analysis and applications development activities through direct and indirect staff. Directs development teams in the areas of scheduling, technical direction, future planning and standard development practices. Participates in budgeting and capital equipment processes and quality improvement activities for the development organization. Meets scheduled milestones to ensure project/ program objectives are met in a timely manner and has an in-depth knowledge of the principles, theories, practices and techniques for managing the activities related to planning, managing and implementing systems analysis and applications development projects and programs.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	1	\$139.38
264	ACS264	Mgmt. Applications Development 2	Coordinates systems analysis and applications development activities through direct and indirect staff. Directs development teams in the areas of scheduling, technical direction, future planning and standard development practices. Participates in budgeting and capital equipment processes and quality improvement activities for the development organization. Meets scheduled milestones to ensure project/ program objectives are met in a timely manner and has an in-depth knowledge of the principles, theories, practices and techniques for managing the activities related to planning, managing and implementing systems analysis and applications development projects and programs.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	5	\$161.90
265	ACS265	Mgmt. Applications Development 3	Coordinates systems analysis and applications development activities through direct and indirect staff. Directs development teams in the areas of scheduling, technical direction, future planning and standard development practices. Participates in budgeting and capital equipment processes and quality improvement activities for the development organization. Meets scheduled milestones to ensure project/ program objectives are met in a timely manner and has an in-depth knowledge of the principles, theories, practices and techniques for managing the activities related to planning, managing and implementing systems analysis and applications development projects and programs.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	8	\$163.95
266	ACS266	Mgmt. Customer Support 1	Defines service levels, service agreements and manages the help desk operation. Establishes processes to identify, track, escalate, resolve and report customer problems. Jointly, with the customer, defines standards and measures for quality and customer satisfaction requirements. Analyzes the technical performance and reliability of products, systems and services against identified industry standards to ensure customer satisfaction. Responsible for developing and implementing technical service restorations and troubleshooting procedures for identifying, testing and diagnosing computer system and peripheral equipment faults.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	1	\$82.06
267	ACS267	Mgmt. Customer Support 2	Defines service levels, service agreements and manages the help desk operation. Establishes processes to identify, track, escalate, resolve and report customer problems. Jointly, with the customer, defines standards and measures for quality and customer satisfaction requirements. Analyzes the technical performance and reliability of products, systems and services against identified industry standards to ensure customer satisfaction. Responsible for developing and implementing technical service restorations and troubleshooting procedures for identifying, testing and diagnosing computer system and peripheral equipment faults.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	5	\$113.42
268	ACS268	Mgmt. Customer Support 3	Defines service levels, service agreements and manages the help desk operation. Establishes processes to identify, track, escalate, resolve and report customer problems. Jointly, with the customer, defines standards and measures for quality and customer satisfaction requirements. Analyzes the technical performance and reliability of products, systems and services against identified industry standards to ensure customer satisfaction. Responsible for developing and implementing technical service restorations and troubleshooting procedures for identifying, testing and diagnosing computer system and peripheral equipment faults.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	8	\$154.75

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269	ACS269	Mgmt. Internet Operations 1	Responsible for the development, release, and maintenance of Internet, Intranet, and Extranet systems and services supporting a wide range of content. Works with key business leaders and other IT groups to prioritize projects, maximize the effectiveness of Internet technologies in supporting the business strategy, improving communications, and enabling greater access to information. Ensures the coordination of all Internet and Web development activities, ensuring integration with other technologies utilized in the enterprise and continuity across applications. Develops standards for Internet and Web project initiation, design, development, and support. Key challenge of this position is in managing and prioritizing the numerous requests by the business, and influencing and coordinating the development of Internet based technologies occurring in areas outside of IT.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	1	\$159.38
270	ACS270	Mgmt. Internet Operations 2	Responsible for the development, release, and maintenance of Internet, Intranet, and Extranet systems and services supporting a wide range of content. Works with key business leaders and other IT groups to prioritize projects, maximize the effectiveness of Internet technologies in supporting the business strategy, improving communications, and enabling greater access to information. Ensures the coordination of all Internet and Web development activities, ensuring integration with other technologies utilized in the enterprise and continuity across applications. Develops standards for Internet and Web project initiation, design, development, and support. Key challenge of this position is in managing and prioritizing the numerous requests by the business, and influencing and coordinating the development of Internet based technologies occurring in areas outside of IT.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	5	\$183.12
271	ACS271	Mgmt. Internet Operations 3	Responsible for the development, release, and maintenance of Internet, Intranet, and Extranet systems and services supporting a wide range of content. Works with key business leaders and other IT groups to prioritize projects, maximize the effectiveness of Internet technologies in supporting the business strategy, improving communications, and enabling greater access to information. Ensures the coordination of all Internet and Web development activities, ensuring integration with other technologies utilized in the enterprise and continuity across applications. Develops standards for Internet and Web project initiation, design, development, and support. Key challenge of this position is in managing and prioritizing the numerous requests by the business, and influencing and coordinating the development of Internet based technologies occurring in areas outside of IT.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	8	\$206.87
272	ACS272	Mgmt. Quality Assurance 1	Responsible for managing the definition, implementation and integration of quality principles and quality processes into the design and development of software and IT processes. Ensures that quality methods and procedures are executed. Ensures that products, applications, and systems are in compliance with established quality standards, and meet customer requirements. Analyzes best-in-class processes, establishes customer satisfaction metrics, understands the interaction and relationship of business operations and operating systems and network processes. Champions the application of quality principles in business and IT processes through training, meeting and team facilitation, communication programs and team building activities. Responsible for researching, developing and implementing testing methods and procedures. Ensures that products meet the highest quality standards. Monitors and reports on defects.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	1	\$113.71
273	ACS273	Mgmt. Quality Assurance 2	Responsible for managing the definition, implementation and integration of quality principles and quality processes into the design and development of software and IT processes. Ensures that quality methods and procedures are executed. Ensures that products, applications, and systems are in compliance with established quality standards, and meet customer requirements. Analyzes best-in-class processes, establishes customer satisfaction metrics, understands the interaction and relationship of business operations and operating systems and network processes. Champions the application of quality principles in business and IT processes through training, meeting and team facilitation, communication programs and team building activities. Responsible for researching, developing and implementing testing methods and procedures. Ensures that products meet the highest quality standards. Monitors and reports on defects.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	5	\$138.52
274	ACS274	Mgmt. Quality Assurance 3	Responsible for managing the definition, implementation and integration of quality principles and quality processes into the design and development of software and IT processes. Ensures that quality methods and procedures are executed. Ensures that products, applications, and systems are in compliance with established quality standards, and meet customer requirements. Analyzes best-in-class processes, establishes customer satisfaction metrics, understands the interaction and relationship of business operations and operating systems and network processes. Champions the application of quality principles in business and IT processes through training, meeting and team facilitation, communication programs and team building activities. Responsible for researching, developing and implementing testing methods and procedures. Ensures that products meet the highest quality standards. Monitors and reports on defects.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	8	\$163.66
275	ACS275	Mobile Applications Developer 1	Designs and develops mobile applications for platforms such as iOS and Android. Works with designers and back-end developers to integrate mobile apps with enterprise systems. Tests and debugs applications to ensure functionality and performance. 1-3 years of experience in the field or in a related area. Has knowledge of commonly used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Primary job functions do not typically require exercising independent judgment.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	1	\$91.41
276	ACS276	Mobile Applications Developer 2	Designs and develops mobile applications for platforms such as iOS and Android. Works with designers and back-end developers to integrate mobile apps with enterprise systems. Tests and debugs applications to ensure functionality and performance. 4-7 years of experience in the field or in a related area. Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. A certain degree of creativity and latitude is required. Works under limited supervision with considerable latitude for the use of initiative and independent judgment.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	5	\$115.80

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277	ACS277	Mobile Applications Developer 3	Designs and develops mobile applications for platforms such as iOS and Android. Works with designers and back-end developers to integrate mobile apps with enterprise systems. Tests and debugs applications to ensure functionality and performance. 8 or more years of experience, relies on experience and judgment to plan and accomplish goals, independently performs a variety of complicated tasks, may lead and direct the work of others, a wide degree of creativity and latitude is expected.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	8	\$152.32
278	ACS278	Network Administrator 1	Responsible for the day-to-day operation of computer networks. Installs, configures, and supports networking equipment including routers, switches, and firewalls. Monitors network performance and troubleshoots issues. Ensures network security and connectivity. 1-3 years of experience in the field or in a related area. Has knowledge of commonly used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Primary job functions do not typically require exercising independent judgment.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	1	\$85.78
279	ACS279	Network Administrator 2	Responsible for the day-to-day operation of computer networks. Installs, configures, and supports networking equipment including routers, switches, and firewalls. Monitors network performance and troubleshoots issues. Ensures network security and connectivity. 4-7 years of experience in the field or in a related area. Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. A certain degree of creativity and latitude is required. Works under limited supervision with considerable latitude for the use of initiative and independent judgment.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	5	\$98.21
280	ACS280	Network Administrator 3	Responsible for the day-to-day operation of computer networks. Installs, configures, and supports networking equipment including routers, switches, and firewalls. Monitors network performance and troubleshoots issues. Ensures network security and connectivity. 8 or more years of experience, relies on experience and judgment to plan and accomplish goals, independently performs a variety of complicated tasks, may lead and direct the work of others, a wide degree of creativity and latitude is expected.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	8	\$119.20
281	ACS281	Network Analyst 1	Responsible for designing, installing and troubleshooting network systems (including wireless) to meet the functional objectives of the business. Involved with the configuration and maintenance of physical and logical network components. Assists in the design of the network architecture, designs the network infrastructure, and plans and designs LAN/WAN/wireless solutions. Performs capacity and resource planning, assessing network risks and contingency planning. Responsible for the implementation and maintenance of network management software; researching, analyzing and implementing software patches or hardware changes to fix any network deficiencies. Provides Tier 2 support. Involved in the evaluation of new products and services, may manage vendor service level agreements.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	1	\$83.68
282	ACS282	Network Analyst 2	Responsible for designing, installing and troubleshooting network systems (including wireless) to meet the functional objectives of the business. Involved with the configuration and maintenance of physical and logical network components. Assists in the design of the network architecture, designs the network infrastructure, and plans and designs LAN/WAN/wireless solutions. Performs capacity and resource planning, assessing network risks and contingency planning. Responsible for the implementation and maintenance of network management software; researching, analyzing and implementing software patches or hardware changes to fix any network deficiencies. Provides Tier 2 support. Involved in the evaluation of new products and services, may manage vendor service level agreements.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	5	\$100.18
283	ACS283	Network Analyst 3	Responsible for designing, installing and troubleshooting network systems (including wireless) to meet the functional objectives of the business. Involved with the configuration and maintenance of physical and logical network components. Assists in the design of the network architecture, designs the network infrastructure, and plans and designs LAN/WAN/wireless solutions. Performs capacity and resource planning, assessing network risks and contingency planning. Responsible for the implementation and maintenance of network management software; researching, analyzing and implementing software patches or hardware changes to fix any network deficiencies. Provides Tier 2 support. Involved in the evaluation of new products and services, may manage vendor service level agreements.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	8	\$131.87
284	ACS284	Network Architect 1	Responsible for high-level network planning, design, and optimization. Develops strategies and direction for network systems solutions using current and emerging technologies (including wireless). Translates business requirements into network or process designs. Plans and recommends network hardware, systems management software and architecture. Approves and modifies network design and architecture to ensure compliance. Configures and maintains routers, switches, and hubs for the network systems (including wireless). Evaluates and recommends new products, maintains knowledge of emerging technologies for application to the enterprise. Monitors network performance, ensures capacity planning is performed, and is proactive in assessing and making recommendations for improvement. Performs troubleshooting procedures and designs resolution scripts. May take on role of Project Leader for special enterprise-wide assignments.	Bachelor's or Master's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	1	\$108.29
285	ACS285	Network Architect 2	Responsible for high-level network planning, design, and optimization. Develops strategies and direction for network systems solutions using current and emerging technologies (including wireless). Translates business requirements into network or process designs. Plans and recommends network hardware, systems management software and architecture. Approves and modifies network design and architecture to ensure compliance. Configures and maintains routers, switches, and hubs for the network systems (including wireless). Evaluates and recommends new products, maintains knowledge of emerging technologies for application to the enterprise. Monitors network performance, ensures capacity planning is performed, and is proactive in assessing and making recommendations for improvement. Performs troubleshooting procedures and designs resolution scripts. May take on role of Project Leader for special enterprise-wide assignments.	Bachelor's or Master's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	5	\$128.60

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286	ACS286	Network Architect 3	Responsible for high-level network planning, design, and optimization. Develops strategies and direction for network systems solutions using current and emerging technologies (including wireless). Translates business requirements into network or process designs. Plans and recommends network hardware, systems management software and architecture. Approves and modifies network design and architecture to ensure compliance. Configures and maintains routers, switches, and hubs for the network systems (including wireless). Evaluates and recommends new products, maintains knowledge of emerging technologies for application to the enterprise. Monitors network performance, ensures capacity planning is performed, and is proactive in assessing and making recommendations for improvement. Performs troubleshooting procedures and designs resolution scripts. May take on role of Project Leader for special enterprise-wide assignments.	Bachelor's or Master's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	8	\$137.45
287	ACS287	Network Engineer 1	Assists in the planning, forecasting, implementation, and identification of resource requirements for network systems (including wireless) of moderate complexity. Participates in network planning, network architecture design and engineering. Integrates and schematically depicts communication architectures, topologies, hardware, software, transmission and signaling links and protocols into complete network configurations. Evaluates new products, performs network problem resolution and assists in the development and documentation of technical standards and interface applications. Monitors protocol compatibility, performs system tuning and makes recommendations for improvement.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	1	\$113.59
288	ACS288	Network Engineer 2	Assists in the planning, forecasting, implementation, and identification of resource requirements for network systems (including wireless) of moderate complexity. Participates in network planning, network architecture design and engineering. Integrates and schematically depicts communication architectures, topologies, hardware, software, transmission and signaling links and protocols into complete network configurations. Evaluates new products, performs network problem resolution and assists in the development and documentation of technical standards and interface applications. Monitors protocol compatibility, performs system tuning and makes recommendations for improvement.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	5	\$122.22
289	ACS289	Network Engineer 3	Assists in the planning, forecasting, implementation, and identification of resource requirements for network systems (including wireless) of moderate complexity. Participates in network planning, network architecture design and engineering. Integrates and schematically depicts communication architectures, topologies, hardware, software, transmission and signaling links and protocols into complete network configurations. Evaluates new products, performs network problem resolution and assists in the development and documentation of technical standards and interface applications. Monitors protocol compatibility, performs system tuning and makes recommendations for improvement.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	8	\$133.35
290	ACS290	Network Security Analyst 1	Monitors networks for security breaches and investigates violations when they occur. Installs and uses software to protect sensitive information. Prepares reports documenting security breaches and the extent of the damage caused. 1-3 years of experience in the field or in a related area. Has knowledge of commonly used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Primary job functions do not typically require exercising independent judgment.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	1	\$105.08
291	ACS291	Network Security Analyst 2	Monitors networks for security breaches and investigates violations when they occur. Installs and uses software to protect sensitive information. Prepares reports documenting security breaches and the extent of the damage caused. 4-7 years of experience in the field or in a related area. Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. A certain degree of creativity and latitude is required. Works under limited supervision with considerable latitude for the use of initiative and independent judgment.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	5	\$131.12
292	ACS292	Network Security Analyst 3	Monitors networks for security breaches and investigates violations when they occur. Installs and uses software to protect sensitive information. Prepares reports documenting security breaches and the extent of the damage caused. 8 or more years of experience, relies on experience and judgment to plan and accomplish goals, independently performs a variety of complicated tasks, may lead and direct the work of others, a wide degree of creativity and latitude is expected.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	8	\$158.66
293	ACS293	Network Security Engineer 1	Responsible for designing and implementing secure network solutions to defend against cyber threats. Configures firewalls, VPNs, and other security systems. Conducts penetration testing and vulnerability assessments. 1-3 years of experience in the field or in a related area. Has knowledge of commonly used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Primary job functions do not typically require exercising independent judgment.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	1	\$66.12
294	ACS294	Network Security Engineer 2	Responsible for designing and implementing secure network solutions to defend against cyber threats. Configures firewalls, VPNs, and other security systems. Conducts penetration testing and vulnerability assessments. 4-7 years of experience in the field or in a related area. Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. A certain degree of creativity and latitude is required. Works under limited supervision with considerable latitude for the use of initiative and independent judgment.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	5	\$105.66
295	ACS295	Network Security Engineer 3	Responsible for designing and implementing secure network solutions to defend against cyber threats. Configures firewalls, VPNs, and other security systems. Conducts penetration testing and vulnerability assessments. 8 or more years of experience, relies on experience and judgment to plan and accomplish goals, independently performs a variety of complicated tasks, may lead and direct the work of others, a wide degree of creativity and latitude is expected.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	8	\$123.91

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296	ACS296	Network Security Specialist- No Variance	Involved in the full life cycle of network security management. Assists in the development and implementation of security policies, procedures and measures in a networking environment. Responsible for firewall configuration, maintenance, monitoring and other various network security measures. Performs security assessments and reviews networking initiatives for security compliance. Prepares status reports on security matters to develop security risk analysis scenarios and response procedures. Involved in the continual improvement of the network infrastructure and implementation of new security-based technologies. Evaluates and recommends security products for various platforms in the networking environment. Educates users about network security policies and consults on security issues. Must have broad technical knowledge of client/server, network topology and network/infrastructure security.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	5	\$143.39
297	ACS297	Process Improvement Manager 1	Analyzes business processes and identifies opportunities for improvement. Develops strategies to increase efficiency, reduce costs, and improve quality. Works with stakeholders to implement process changes and monitor results. 1-3 years of experience in the field or in a related area. Has knowledge of commonly used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Primary job functions do not typically require exercising independent judgment.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	1	\$60.88
298	ACS298	Process Improvement Manager 2	Analyzes business processes and identifies opportunities for improvement. Develops strategies to increase efficiency, reduce costs, and improve quality. Works with stakeholders to implement process changes and monitor results. 4-7 years of experience in the field or in a related area. Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. A certain degree of creativity and latitude is required. Works under limited supervision with considerable latitude for the use of initiative and independent judgment.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	5	\$92.82
299	ACS299	Process Improvement Manager 3	Analyzes business processes and identifies opportunities for improvement. Develops strategies to increase efficiency, reduce costs, and improve quality. Works with stakeholders to implement process changes and monitor results. 8 or more years of experience, relies on experience and judgment to plan and accomplish goals, independently performs a variety of complicated tasks, may lead and direct the work of others, a wide degree of creativity and latitude is expected.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	8	\$118.55
300	ACS300	Product Architect- No Variance	Chairs the product architecture team and provides technical leadership in the planning, design and architect phases of software or hardware product development. Identifies, evaluates, and recommends solutions using advanced architectures and technologies to facilitate rapid development and implementation. Understands key competitors' products and differentiating features. Works with a cross-functional team to translate customer requirements into detailed architectural approaches and product specifications, creates realistic development plans and schedules, evaluates and prioritizes requests for product changes and enhancements. Understands business needs as well as customer and market requirements. Applies creativity, in-depth technical and theoretical knowledge, and experience in solving highly complex architectural design problems. Recommends new technology directions or options to maintain products' competitive advantages. Communicates technology design and any related issues to technical and non-technical audiences including customers and technical partners. Prepares and documents product architecture plans. May design technical testing methods to meet target product scalability and performance objectives. Participates in the standards committees and other industry gatherings to track industry trends and maintains knowledge of new technologies to better serve the enterprise's architecture needs.	Bachelor's or Master's Degree in Computer Science, Information Systems, Engineering or other related field. Or equivalent work experience.	8	\$172.50
301	ACS301	Product Developer 1	Responsible for designing and developing software or hardware product. Understands business and customer requirements that drive the analysis and design of technical solutions. Participates in all phases of product development lifecycle, including the analysis, design, test and integration of products. Develops design specifications and parameters that are in compliance with products' architectural blueprints. Researches, evaluates and incorporates new technology and tools to enhance the product development process. Resolves customer complaints with products and responds to suggestions for improvement and enhancements. May assist in development of product user manuals.	Bachelor's Degree in Computer Science, Information Systems, Engineering or other related field. Or equivalent work experience.	1	\$82.48
302	ACS302	Product Developer 2	Responsible for designing and developing software or hardware product. Understands business and customer requirements that drive the analysis and design of technical solutions. Participates in all phases of product development lifecycle, including the analysis, design, test and integration of products. Develops design specifications and parameters that are in compliance with products' architectural blueprints. Researches, evaluates and incorporates new technology and tools to enhance the product development process. Resolves customer complaints with products and responds to suggestions for improvement and enhancements. May assist in development of product user manuals.	Bachelor's Degree in Computer Science, Information Systems, Engineering or other related field. Or equivalent work experience.	5	\$114.23
303	ACS303	Product Developer 3	Responsible for designing and developing software or hardware product. Understands business and customer requirements that drive the analysis and design of technical solutions. Participates in all phases of product development lifecycle, including the analysis, design, test and integration of products. Develops design specifications and parameters that are in compliance with products' architectural blueprints. Researches, evaluates and incorporates new technology and tools to enhance the product development process. Resolves customer complaints with products and responds to suggestions for improvement and enhancements. May assist in development of product user manuals.	Bachelor's Degree in Computer Science, Information Systems, Engineering or other related field. Or equivalent work experience.	8	\$134.57

ACS Consultancy Services, Inc Approved Price List			Number of Approved Titles:	98	Last Updated:	10/10/2025
Item Number	SKU	Job Title	Job Description	Minimum Education / Certification Level	Minimum Years of Experience	NYS Contract Price (Not to Exceed Hourly Rate, Exclusive of Travel)
304	ACS304	Product Engineer 1	Responsible for all aspects of software or hardware product delivery and performance. Works with design engineering and test team to drive products from design completion to volume production release. Performs various engineering tests to verify and validate product designs, such as defining and specifying new product Design Verification Test (DVT) requirements and participation in the DVT process. Supports product evaluation and qualification on leading edge technology components. Ensures that production schedules are followed and product(s) meet specifications and quality requirements. Interacts with product engineering, quality, manufacturing and marketing teams to analyze and provide technical support to help resolve customers' product related problems/issues.	Bachelor's Degree in Computer Science, Information Systems, Engineering or other related field. Or equivalent work experience.	1	\$70.55
305	ACS305	Product Engineer 2	Responsible for all aspects of software or hardware product delivery and performance. Works with design engineering and test team to drive products from design completion to volume production release. Performs various engineering tests to verify and validate product designs, such as defining and specifying new product Design Verification Test (DVT) requirements and participation in the DVT process. Supports product evaluation and qualification on leading edge technology components. Ensures that production schedules are followed and product(s) meet specifications and quality requirements. Interacts with product engineering, quality, manufacturing and marketing teams to analyze and provide technical support to help resolve customers' product related problems/issues.	Bachelor's Degree in Computer Science, Information Systems, Engineering or other related field. Or equivalent work experience.	5	\$93.72
306	ACS306	Product Engineer 3	Responsible for all aspects of software or hardware product delivery and performance. Works with design engineering and test team to drive products from design completion to volume production release. Performs various engineering tests to verify and validate product designs, such as defining and specifying new product Design Verification Test (DVT) requirements and participation in the DVT process. Supports product evaluation and qualification on leading edge technology components. Ensures that production schedules are followed and product(s) meet specifications and quality requirements. Interacts with product engineering, quality, manufacturing and marketing teams to analyze and provide technical support to help resolve customers' product related problems/issues.	Bachelor's Degree in Computer Science, Information Systems, Engineering or other related field. Or equivalent work experience.	8	\$125.43
307	ACS307	Product Support Analyst 1	Evaluate failures, bugs, systemic problems, and hardware and report on necessary steps. Consider site-specific information like hardware, operating system, and user requirements to appropriately resolve problems. Install applications, hardware, parts, and/or equipment. Product Support Analyst common tasks include: troubleshoot, diagnose and repair product and service concerns; contribute to and use knowledge base; communicate ongoing problems and fixes internally and with customers; report on product and service problems; and guide customers on product features, product selection and configuration and implementation. 1-3 years of experience in the field or in a related area. Has knowledge of commonly used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Primary job functions do not typically require exercising independent judgment.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	1	\$46.12
308	ACS308	Product Support Analyst 2	Evaluate failures, bugs, systemic problems, and hardware and report on necessary steps. Consider site-specific information like hardware, operating system, and user requirements to appropriately resolve problems. Install applications, hardware, parts, and/or equipment. Product Support Analyst common tasks include: troubleshoot, diagnose and repair product and service concerns; contribute to and use knowledge base; communicate ongoing problems and fixes internally and with customers; report on product and service problems; and guide customers on product features, product selection and configuration and implementation. Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. A certain degree of creativity and latitude is required. Works under limited supervision with considerable latitude for the use of initiative and independent judgment.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	5	\$70.00
309	ACS309	Product Support Analyst 3	Provides support for IT products and services, assisting users with issues and ensuring products meet business needs. Monitors performance, documents issues, and works with technical teams to resolve problems. 8 or more years of experience, relies on experience and judgment to plan and accomplish goals, independently performs a variety of complicated tasks, may lead and direct the work of others, a wide degree of creativity and latitude is expected.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	8	\$101.93
310	ACS310	Production Support Analyst 1	Provides support for IT products and services, assisting users with issues and ensuring products meet business needs. Monitors performance, documents issues, and works with technical teams to resolve problems. 1-3 years of experience in the field or in a related area. Has knowledge of commonly used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Primary job functions do not typically require exercising independent judgment.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	1	\$64.48
311	ACS311	Production Support Analyst 2	Provides support for IT products and services, assisting users with issues and ensuring products meet business needs. Monitors performance, documents issues, and works with technical teams to resolve problems. 4-7 years of experience in the field or in a related area. Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. A certain degree of creativity and latitude is required. Works under limited supervision with considerable latitude for the use of initiative and independent judgment.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	5	\$75.98

ACS Consultancy Services, Inc Approved Price List			Number of Approved Titles:	98	Last Updated:	10/10/2025
Item Number	SKU	Job Title	Job Description	Minimum Education / Certification Level	Minimum Years of Experience	NYS Contract Price (Not to Exceed Hourly Rate, Exclusive of Travel)
312	ACS312	Production Support Analyst 3	Provides support for IT products and services, assisting users with issues and ensuring products meet business needs. Monitors performance, documents issues, and works with technical teams to resolve problems. 4-7 years of experience in the field or in a related area. Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. A certain degree of creativity and latitude is required. Works under limited supervision with considerable latitude for the use of initiative and independent judgment.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	8	
313	ACS313	Program Manager 1	Oversees a program consisting of multiple projects. Coordinates activities across projects to ensure alignment with organizational goals. Manages resources, schedules, risks, and stakeholder communications. 1-3 years of experience in the field or in a related area. Has knowledge of commonly used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Primary job functions do not typically require exercising independent judgment.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	1	\$119.70
314	ACS314	Program Manager 2	Oversees a program consisting of multiple projects. Coordinates activities across projects to ensure alignment with organizational goals. Manages resources, schedules, risks, and stakeholder communications. 4-7 years of experience in the field or in a related area. Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. A certain degree of creativity and latitude is required. Works under limited supervision with considerable latitude for the use of initiative and independent judgment.	Bachelor's or Master's Degree in Computer Science, Business Administration, or other related field. Or equivalent work experience. Project Management certification is required.	5	\$138.14
315	ACS315	Program Manager 3	Oversees a program consisting of multiple projects. Coordinates activities across projects to ensure alignment with organizational goals. Manages resources, schedules, risks, and stakeholder communications. 8 or more years of experience, relies on experience and judgment to plan and accomplish goals, independently performs a variety of complicated tasks, may lead and direct the work of others, a wide degree of creativity and latitude is expected.	Bachelor's or Master's Degree in Computer Science, Business Administration, or other related field. Or equivalent work experience. Project Management certification is required.	8	\$165.45
316	ACS316	Project Lead 1	Responsible for leading a small project or a team within a larger project. Coordinates tasks, monitors progress, and reports to management. Provides guidance to team members to ensure project objectives are met. 1-3 years of experience in the field or in a related area. Has knowledge of commonly used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Primary job functions do not typically require exercising independent judgment.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	1	\$88.39
317	ACS317	Project Lead 2	Responsible for leading a small project or a team within a larger project. Coordinates tasks, monitors progress, and reports to management. Provides guidance to team members to ensure project objectives are met. 4-7 years of experience in the field or in a related area. Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. A certain degree of creativity and latitude is required. Works under limited supervision with considerable latitude for the use of initiative and independent judgment.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	5	\$125.96
318	ACS318	Project Lead 3	Responsible for leading a small project or a team within a larger project. Coordinates tasks, monitors progress, and reports to management. Provides guidance to team members to ensure project objectives are met. 8 or more years of experience, relies on experience and judgment to plan and accomplish goals, independently performs a variety of complicated tasks, may lead and direct the work of others, a wide degree of creativity and latitude is expected.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	8	\$169.09
319	ACS319	Project Management Specialist- No Variance		Bachelor's or Master's Degree in Computer Science, Business Administration, or other related field. Or equivalent work experience. Project Management certification is required.	5	\$95.40
320	ACS320	Project Manager 1	Responsible for planning, executing, and closing projects according to deadlines and budgets. Coordinates teams, manages resources, and communicates with stakeholders to ensure objectives are achieved. Develops project plans and monitors performance. 1-3 years of experience in the field or in a related area. Has knowledge of commonly used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Primary job functions do not typically require exercising independent judgment.	Bachelor's or Master's Degree in Computer Science, Business Administration, or other related field. Or equivalent work experience. Project Management certification is required.	1	\$117.96
321	ACS321	Project Manager 2	Responsible for planning, executing, and closing projects according to deadlines and budgets. Coordinates teams, manages resources, and communicates with stakeholders to ensure objectives are achieved. Develops project plans and monitors performance. 4-7 years of experience in the field or in a related area. Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. A certain degree of creativity and latitude is required. Works under limited supervision with considerable latitude for the use of initiative and independent judgment.	Bachelor's or Master's Degree in Computer Science, Business Administration, or other related field. Or equivalent work experience. Project Management certification is required.	5	\$132.49
322	ACS322	Project Manager 3	Responsible for planning, executing, and closing projects according to deadlines and budgets. Coordinates teams, manages resources, and communicates with stakeholders to ensure objectives are achieved. Develops project plans and monitors performance. 8 or more years of experience, relies on experience and judgment to plan and accomplish goals, independently performs a variety of complicated tasks, may lead and direct the work of others, a wide degree of creativity and latitude is expected.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	1	\$144.24

ACS Consultancy Services, Inc Approved Price List			Number of Approved Titles:	98	Last Updated:	10/10/2025
Item Number	SKU	Job Title	Job Description	Minimum Education / Certification Level	Minimum Years of Experience	NYS Contract Price (Not to Exceed Hourly Rate, Exclusive of Travel)
323	ACS323	QA/Test Manager 1	Manages quality assurance and testing activities for IT projects. Develops test strategies, plans, and schedules. Coordinates QA teams, tracks progress, and reports on quality metrics. Ensures that deliverables meet defined quality standards. 1-3 years of experience in the field or in a related area. Has knowledge of commonly used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Primary job functions do not typically require exercising independent judgment.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	1	\$74.03
324	ACS324	QA/Test Manager 2	Manages quality assurance and testing activities for IT projects. Develops test strategies, plans, and schedules. Coordinates QA teams, tracks progress, and reports on quality metrics. Ensures that deliverables meet defined quality standards. 4-7 years of experience in the field or in a related area. Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. A certain degree of creativity and latitude is required. Works under limited supervision with considerable latitude for the use of initiative and independent judgment.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	5	\$116.31
325	ACS325	QA/Test Manager 3	Manages quality assurance and testing activities for IT projects. Develops test strategies, plans, and schedules. Coordinates QA teams, tracks progress, and reports on quality metrics. Ensures that deliverables meet defined quality standards. 8 or more years of experience, relies on experience and judgment to plan and accomplish goals, independently performs a variety of complicated tasks, may lead and direct the work of others, a wide degree of creativity and latitude is expected.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	8	\$144.95
326	ACS326	Quality Assurance Analyst 1	Responsible for developing and executing formal test plans to ensure the delivery of quality software applications. Involved in test planning, writing test cases/scripts, test case automation and test execution. Defines and tracks quality assurance metrics such as defects, defect counts, test results and test status. Collects and analyzes data for software process evaluation and improvements, and integrates them into business processes to address the business needs. Documents all problems and assists in their resolution. Delivers quality process training to technical staff and acts as an internal quality consultant to advise or influence business or technical partners. Performs quality audits across the various IT functions to ensure quality standards, procedures and methodologies are being followed.	Bachelor's Degree in Computer Science, Information Systems, or similar. Or equivalent work experience.	1	\$71.59
327	ACS327	Quality Assurance Analyst 2	Responsible for developing and executing formal test plans to ensure the delivery of quality software applications. Involved in test planning, writing test cases/scripts, test case automation and test execution. Defines and tracks quality assurance metrics such as defects, defect counts, test results and test status. Collects and analyzes data for software process evaluation and improvements, and integrates them into business processes to address the business needs. Documents all problems and assists in their resolution. Delivers quality process training to technical staff and acts as an internal quality consultant to advise or influence business or technical partners. Performs quality audits across the various IT functions to ensure quality standards, procedures and methodologies are being followed.	Bachelor's Degree in Computer Science, Information Systems, or similar. Or equivalent work experience.	5	\$85.58
328	ACS328	Quality Assurance Analyst 3	Responsible for developing and executing formal test plans to ensure the delivery of quality software applications. Involved in test planning, writing test cases/scripts, test case automation and test execution. Defines and tracks quality assurance metrics such as defects, defect counts, test results and test status. Collects and analyzes data for software process evaluation and improvements, and integrates them into business processes to address the business needs. Documents all problems and assists in their resolution. Delivers quality process training to technical staff and acts as an internal quality consultant to advise or influence business or technical partners. Performs quality audits across the various IT functions to ensure quality standards, procedures and methodologies are being followed.	Bachelor's Degree in Computer Science, Information Systems, or similar. Or equivalent work experience.	8	\$104.22
329	ACS329	Quality Engineering Consultant- No Variance	Responsible for establishing and implementing quality assurance and compliance processes for the IT organization. Works closely with IT leaders to develop and implement an overall quality maturity roadmap and plan for each IT functional area. Works with development, testing and production teams to develop, publish and implement software quality assurance plans. Reviews progress toward the plan regularly with IT leaders, technical teams and customers to make modifications as necessary. Establishes internal IT service quality control standards, policies and procedures. Monitors, evaluates, manages and executes audit processes to ensure compliance. Coordinates and facilitates quality assurance activities across projects with project managers. Provides guidance and subject matter expertise to IT teams on QA methodologies and processes, educates them on their responsibilities/accountabilities for the purpose of achieving on-time and quality deliverables. Makes recommendations and directs improvements to the software development lifecycle process. Documents non-compliance to policies, process and standards and assists in their resolution. Analyzes and identifies trends in IT performance metrics. Designs, monitors and analyzes performance metrics program for quality improvement initiatives. Conducts audits and analyzes findings to develop appropriate corrective action recommendations. Provides training on established processes and policies. Needed skills and knowledge include systems lifecycle development, project management, quality management and improvement methodologies and standards such as Total Quality Management (TQM), Six Sigma and the Software Engineering Institute—Capability Maturity Model (SEI-CMM).	Bachelor's or Master's Degree in Computer Science, Information Systems, Business Administration, or other related field. Or equivalent work experience.	5	\$123.75
330	ACS330	Release/Build Engineer- No Variance	Develops and maintains the build environment, the source code control system and the issue tracking systems. Creates and tests builds, resolves issues, applies labels to file and communicates build status. Responsible for building scripts and installation procedures. Proactively identifies and implements procedures to streamline the build process which may drive the development and maintenance of an automated build process with automatic notification of build and unit test failure problems to responsible engineers. May assist engineering management in making choices for source code management systems, and other development and testing tools. Knowledge of quality methods and procedures as well as PC, PVCS, UNIX and scripting languages is required for successful performance in this role.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	5	\$110.62

ACS Consultancy Services, Inc Approved Price List			Number of Approved Titles:	98	Last Updated:	10/10/2025
Item Number	SKU	Job Title	Job Description	Minimum Education / Certification Level	Minimum Years of Experience	NYS Contract Price (Not to Exceed Hourly Rate, Exclusive of Travel)
331	ACS331	Resource Manager- No Variance	<p>Manages the coordination of human resource needs for IT projects. Develops the systems and processes to ensure that business, project and employee needs are met in the assignment of staff to projects. Responsible for developing and managing an employee skills assessment process, forecasting skill and staff needs based on project plans. Develops and manages a staff utilization process, ensuring that staff resources are fairly and evenly distributed and that staff are not over utilized across projects.</p> <p>Works with IT leadership, IT Staffing Manager and Training Manager in the forecasting of staff needs and skills, to ensure proper recruitment, training and development of staff to meet current and future IT needs. Coordinates the training and development of staff. Continually communicates with both project managers and assigned staff to ensure needs of both are being met, and to continue to improve staff selection and coordination of resources. Acts as the mentor and champion of training and career development processes for assigned staff. Ensures that performance appraisals occur upon completion of projects and that skills are updated. Coordinates and assimilates the performance appraisal information across projects resulting in a cohesive annual appraisal of staff who support a number of projects.</p>	Bachelor's Degree in Computer Science, Information Systems, Business Administration, Education, or other related field. Or equivalent work experience.	5	\$142.95
332	ACS332	Security Administrator 1	<p>Configuring security systems, analyzing security requirements, and recommending improvements. Monitoring network traffic for suspicious behavior. Creating network policies and authorization roles and defending against unauthorized access, modifications, and destruction. 1-3 years of experience in the field or in a related area. Has knowledge of commonly used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Primary job functions do not typically require exercising independent judgment.</p>	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	1	\$52.19
333	ACS333	Security Administrator 2	<p>Configuring security systems, analyzing security requirements, and recommending improvements. Monitoring network traffic for suspicious behavior. Creating network policies and authorization roles and defending against unauthorized access, modifications, and destruction. 4-7 years of experience in the field or in a related area. Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. A certain degree of creativity and latitude is required. Works under limited supervision with considerable latitude for the use of initiative and independent judgment.</p>	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	5	\$85.03
334	ACS334	Security Administrator 3	<p>Configuring security systems, analyzing security requirements, and recommending improvements. Monitoring network traffic for suspicious behavior. Creating network policies and authorization roles and defending against unauthorized access, modifications, and destruction. 8 or more years of experience, relies on experience and judgment to plan and accomplish goals, independently performs a variety of complicated tasks, may lead and direct the work of others, a wide degree of creativity and latitude is expected.</p>	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	8	\$122.69
335	ACS335	Security Analyst 1	<p>Develops and manages security for more than one IT functional area (e.g., data, systems, network and/or Web) across the enterprise. Assists in the development and implementation of security policies and procedures (e.g., user log-on and authentication rules, security breach escalation procedures, security auditing procedures and use of firewalls and encryption routines). Prepares status reports on security matters to develop security risk analysis scenarios and response procedures. Responsible for the tracking and monitoring of software viruses. Enforces security policies and procedures by administering and monitoring security profiles, reviews security violation reports and investigates possible security exceptions, updates, and maintains and documents security controls.</p> <p>Involved in the evaluation of products and/or procedures to enhance productivity and effectiveness. Provides direct support to the business and IT staff for security related issues. Educates IT and the business about security policies and consults on security issues regarding user built/managed systems. Represents the security needs of the organization by providing expertise and assistance in all IT projects with regard to security issues. Must have extensive knowledge in networking, databases, systems and/or Web operations. More junior level position primarily focuses on security administration; a more senior level position is involved in developing enterprise security strategies, management of security projects and the most complicated security issues.</p>	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	1	\$71.40
336	ACS336	Security Analyst 2	<p>Develops and manages security for more than one IT functional area (e.g., data, systems, network and/or Web) across the enterprise. Assists in the development and implementation of security policies and procedures (e.g., user log-on and authentication rules, security breach escalation procedures, security auditing procedures and use of firewalls and encryption routines). Prepares status reports on security matters to develop security risk analysis scenarios and response procedures. Responsible for the tracking and monitoring of software viruses. Enforces security policies and procedures by administering and monitoring security profiles, reviews security violation reports and investigates possible security exceptions, updates, and maintains and documents security controls.</p> <p>Involved in the evaluation of products and/or procedures to enhance productivity and effectiveness. Provides direct support to the business and IT staff for security related issues. Educates IT and the business about security policies and consults on security issues regarding user built/managed systems. Represents the security needs of the organization by providing expertise and assistance in all IT projects with regard to security issues. Must have extensive knowledge in networking, databases, systems and/or Web operations. More junior level position primarily focuses on security administration; a more senior level position is involved in developing enterprise security strategies, management of security projects and the most complicated security issues.</p>	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	5	\$93.24

ACS Consultancy Services, Inc Approved Price List			Number of Approved Titles:	98	Last Updated:	10/10/2025
Item Number	SKU	Job Title	Job Description	Minimum Education / Certification Level	Minimum Years of Experience	NYS Contract Price (Not to Exceed Hourly Rate, Exclusive of Travel)
337	ACS337	Security Analyst 3	<p>Develops and manages security for more than one IT functional area (e.g., data, systems, network and/or Web) across the enterprise. Assists in the development and implementation of security policies and procedures (e.g., user log-on and authentication rules, security breach escalation procedures, security auditing procedures and use of firewalls and encryption routines). Prepares status reports on security matters to develop security risk analysis scenarios and response procedures. Responsible for the tracking and monitoring of software viruses. Enforces security policies and procedures by administering and monitoring security profiles, reviews security violation reports and investigates possible security exceptions, updates, and maintains and documents security controls.</p> <p>Involved in the evaluation of products and/or procedures to enhance productivity and effectiveness. Provides direct support to the business and IT staff for security related issues. Educates IT and the business about security policies and consults on security issues regarding user built/managed systems. Represents the security needs of the organization by providing expertise and assistance in all IT projects with regard to security issues. Must have extensive knowledge in networking, databases, systems and/or Web operations. More junior level position primarily focuses on security administration; a more senior level position is involved in developing enterprise security strategies, management of security projects and the most complicated security issues.</p>	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	8	\$119.28
338	ACS338	Security Manager 1	<p>Manages the development and delivery of IT security standards, best practices, architecture and systems to ensure information system security across the enterprise. Implements processes and methods for auditing and addressing non-compliance to information security standards; facilitates migration of non-compliant environments to compliant environments. Conducts studies within and outside the organization to ensure compliance with standards and currency with industry security norms. Manages and participates in the planning and implementation of security administration for all IT projects. Responsible for evaluation and selection of security applications and systems. Makes recommendations and assists in the implementation of changes to work methods and procedures to make them more effective or to strengthen security measures. In organizations where customers or vendors access databases/applications, security takes on a higher level of criticality for the protection of corporate intellectual capital.</p>	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	1	\$104.70
339	ACS339	Security Manager 2	<p>Manages the development and delivery of IT security standards, best practices, architecture and systems to ensure information system security across the enterprise. Implements processes and methods for auditing and addressing non-compliance to information security standards; facilitates migration of non-compliant environments to compliant environments. Conducts studies within and outside the organization to ensure compliance with standards and currency with industry security norms. Manages and participates in the planning and implementation of security administration for all IT projects. Responsible for evaluation and selection of security applications and systems. Makes recommendations and assists in the implementation of changes to work methods and procedures to make them more effective or to strengthen security measures. In organizations where customers or vendors access databases/applications, security takes on a higher level of criticality for the protection of corporate intellectual capital.</p>	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	5	\$141.75
340	ACS340	Security Manager 3	<p>Manages the development and delivery of IT security standards, best practices, architecture and systems to ensure information system security across the enterprise. Implements processes and methods for auditing and addressing non-compliance to information security standards; facilitates migration of non-compliant environments to compliant environments. Conducts studies within and outside the organization to ensure compliance with standards and currency with industry security norms. Manages and participates in the planning and implementation of security administration for all IT projects. Responsible for evaluation and selection of security applications and systems. Makes recommendations and assists in the implementation of changes to work methods and procedures to make them more effective or to strengthen security measures. In organizations where customers or vendors access databases/applications, security takes on a higher level of criticality for the protection of corporate intellectual capital.</p>	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	8	\$171.89
341	ACS341	Senior Web Developer 1	<p>Responsible for designing, coding, and modifying websites and applications from layout to function according to client specifications. Strives to create visually appealing sites that feature user-friendly design and clear navigation. 1-3 years of experience in the field or in a related area. Has knowledge of commonly used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Primary job functions do not typically require exercising independent judgment.</p>	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	1	\$79.78
342	ACS342	Senior Web Developer 2	<p>Responsible for designing, coding, and modifying websites and applications from layout to function according to client specifications. Strives to create visually appealing sites that feature user-friendly design and clear navigation. 4-7 years of experience in the field or in a related area. Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. A certain degree of creativity and latitude is required. Works under limited supervision with considerable latitude for the use of initiative and independent judgment.</p>	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	5	\$103.04

ACS Consultancy Services, Inc Approved Price List			Number of Approved Titles:	98	Last Updated:	10/10/2025
Item Number	SKU	Job Title	Job Description	Minimum Education / Certification Level	Minimum Years of Experience	NYS Contract Price (Not to Exceed Hourly Rate, Exclusive of Travel)
343	ACS343	Senior Web Developer 3	Communicating with clients to determine website specifications, creating schedules and providing quotes, writing code, working with a team of designers and content writers, as well as assisting with recruitment and training of all new junior web developers. Responsible for designing, coding, and modifying websites and applications from layout to function according to client specifications. Strives to create visually appealing sites that feature user-friendly design and clear navigation. 8 or more years of experience, relies on experience and judgment to plan and accomplish goals, independently performs a variety of complicated tasks, may lead and direct the work of others, a wide degree of creativity and latitude is expected.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	8	\$127.40
344	ACS344	Site Reliability Engineer 1	Responsible for availability, latency, performance, efficiency, change management, monitoring, emergency response, and capacity planning." Site reliability engineers create a bridge between development and operations by applying a software engineering mindset to system administration topics. 1-3 years of experience in the field or in a related area. Has knowledge of commonly used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Primary job functions do not typically require exercising independent judgment.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	1	\$75.00
345	ACS345	Site Reliability Engineer 2	Responsible for availability, latency, performance, efficiency, change management, monitoring, emergency response, and capacity planning." Site reliability engineers create a bridge between development and operations by applying a software engineering mindset to system administration topics. 4-7 years of experience in the field or in a related area. Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. A certain degree of creativity and latitude is required. Works under limited supervision with considerable latitude for the use of initiative and independent judgment.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	5	\$85.62
346	ACS346	Site Reliability Engineer 3	Responsible for availability, latency, performance, efficiency, change management, monitoring, emergency response, and capacity planning." Site reliability engineers create a bridge between development and operations by applying a software engineering mindset to system administration topics. 8 or more years of experience, relies on experience and judgment to plan and accomplish goals, independently performs a variety of complicated tasks, may lead and direct the work of others, a wide degree of creativity and latitude is expected.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	8	\$95.06
347	ACS347	Software Developer 1	Researching, designing, implementing and managing software programs. Testing and evaluating new programs. Working closely with other developers, UX designers, business and systems analysts. 1-3 years of experience in the field or in a related area. Has knowledge of commonly used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Primary job functions do not typically require exercising independent judgment.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	1	\$105.08
348	ACS348	Software Developer 2	Researching, designing, implementing and managing software programs. Testing and evaluating new programs. Working closely with other developers, UX designers, business and systems analysts. 4-7 years of experience in the field or in a related area. Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. A certain degree of creativity and latitude is required. Works under limited supervision with considerable latitude for the use of initiative and independent judgment.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	5	\$131.12
349	ACS349	Software Developer 3	Researching, designing, implementing and managing software programs. Testing and evaluating new programs. Working closely with other developers, UX designers, business and systems analysts. 8 or more years of experience, relies on experience and judgment to plan and accomplish goals, independently performs a variety of complicated tasks, may lead and direct the work of others, a wide degree of creativity and latitude is expected.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	8	\$144.24
350	ACS350	Software Engineer 1	Develops software solutions by studying information needs, conferring with users, and studying systems flow, data usage, and work processes. Investigates problem areas. Prepares and installs solutions by determining and designing system specifications, standards, and programming. 1-3 years of experience in the field or in a related area. Has knowledge of commonly used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Primary job functions do not typically require exercising independent judgment.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	1	\$72.12
351	ACS351	Software Engineer 2	Develops software solutions by studying information needs, conferring with users, and studying systems flow, data usage, and work processes. Investigates problem areas. Prepares and installs solutions by determining and designing system specifications, standards, and programming. 4-7 years of experience in the field or in a related area. Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. A certain degree of creativity and latitude is required. Works under limited supervision with considerable latitude for the use of initiative and independent judgment.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	5	\$101.57
352	ACS352	Software Engineer 3	Develops software solutions by studying information needs, conferring with users, and studying systems flow, data usage, and work processes. Investigates problem areas. Prepares and installs solutions by determining and designing system specifications, standards, and programming. 8 or more years of experience, relies on experience and judgment to plan and accomplish goals, independently performs a variety of complicated tasks, may lead and direct the work of others, a wide degree of creativity and latitude is expected. 8 or more years of experience, relies on experience and judgment to plan and accomplish goals, independently performs a variety of complicated tasks, may lead and direct the work of others, a wide degree of creativity and latitude is expected.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	8	\$147.35

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Item Number	SKU	Job Title	Job Description	Minimum Education / Certification Level	Minimum Years of Experience	NYS Contract Price (Not to Exceed Hourly Rate, Exclusive of Travel)
353	ACS353	Storage Management Specialist- No Variance	Provides efficient and reliable storage allocation and defines backup, recovery, archival procedures. Develops and implements business continuity practices for storage management. Installs, configures, tests and implements storage management software and hardware. Monitors use and availability of storage resources. Maintains and modifies backup and recovery procedures to meet high availability and mission critical business needs. Troubleshoots storage related issues and takes appropriate actions. Generates reports and analysis on storage usage. Maintains storage configurations to provide capacity planning and performance monitoring/tuning of systems. Benchmarks, evaluates and makes recommendations for the selection of storage management software and hardware products. Possesses skills and knowledge related to network, operating systems, Storage Area Network (SAN), Network Attached Storage (NAS) and tape backup solutions.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	5	\$120.90
354	ACS354	Supervisor, Computer Operations 1	Supervises the computer operations within the data center. Responsible for the day-to-day assignments of staff, and the follow-up of their work performance. Manages the daily activities to resolve problems and change management issues. Responsible for production systems' online response time. Maintains system availability, prepares metrics to evaluate systems performance, and works with IT groups and users to ensure that service objectives are met.	Associate's or Bachelor's Degree or technical institute degree/certificate in Computer Science, Information Systems, or other related field. Or equivalent work experience.	1	\$90.78
355	ACS355	Supervisor, Computer Operations 2	Supervises the computer operations within the data center. Responsible for the day-to-day assignments of staff, and the follow-up of their work performance. Manages the daily activities to resolve problems and change management issues. Responsible for production systems' online response time. Maintains system availability, prepares metrics to evaluate systems performance, and works with IT groups and users to ensure that service objectives are met.	Associate's or Bachelor's Degree or technical institute degree/certificate in Computer Science, Information Systems, or other related field. Or equivalent work experience.	5	\$102.11
356	ACS356	Support Technician 1	Provides technical assistance to computer users. Answers questions or resolves computer problems for clients in person, via telephone, or electronically. May provide assistance concerning the use of computer hardware and software, including printing, installation, word processing, electronic mail, and operating systems. 1-3 years of experience in the field or in a related area. Has knowledge of commonly used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Primary job functions do not typically require exercising independent judgment.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	1	\$39.56
357	ACS357	Support Technician 2	Provides technical assistance to computer users. Answers questions or resolves computer problems for clients in person, via telephone, or electronically. May provide assistance concerning the use of computer hardware and software, including printing, installation, word processing, electronic mail, and operating systems. 4-7 years of experience in the field or in a related area. Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. A certain degree of creativity and latitude is required. Works under limited supervision with considerable latitude for the use of initiative and independent judgment.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	5	\$58.00
358	ACS358	Support Technician 3	Provides technical assistance to computer users. Answers questions or resolves computer problems for clients in person, via telephone, or electronically. May provide assistance concerning the use of computer hardware and software, including printing, installation, word processing, electronic mail, and operating systems. 8 or more years of experience, relies on experience and judgment to plan and accomplish goals, independently performs a variety of complicated tasks, may lead and direct the work of others, a wide degree of creativity and latitude is expected.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	8	\$82.52
359	ACS359	System Security Specialist- No Variance	Develops, evaluates and manages systems security across the enterprise. Areas of concentration include account management, password auditing, network based and Web application based vulnerability scanning, virus management and intrusion detection. Requires technical expertise in systems administration and security tools, combined with the knowledge of security practices and procedures. Assists in the development and implementation of security policies and procedures (e.g., user log-on and authentication rules, security breach escalation procedures, security auditing procedures and use of firewalls and encryption routines). Prepares status reports on security matters to develop security risk analysis scenarios and response procedures. Enforces security policies and procedures by administering and monitoring security profiles, reviews security violation reports and investigates possible security exceptions, updates, and maintains and documents security controls. Involved in the evaluation of products and/or procedures to enhance productivity and effectiveness. Provides direct support to the business and IT staff for systems security related issues. Educates users on systems security standards and procedures. Must have broad technical knowledge of network operating systems (e.g., UNIX, NT).	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	5	\$103.04
360	ACS360	Systems Administrator 1	Responsible for ensuring the control, integrity, and accessibility of the Internet/Intranet for the enterprise. Responsible for change management procedures regarding the installation and testing of all upgrades and enhancements for the Internet/Intranet infrastructure. Responsible for proper initial installation as well as subsequent installations of updates/patches; preparation of system documentation; proactive, regular checks of system components for errors and application of necessary corrective action; set-up and maintenance of Web servers. Knowledgeable in all levels of Internet/Web security and the associated requirements for their application. Designs, develops and administers firewalls as a means of preventing unauthorized access to enterprise networks. Provides technical support to internal users and external customers; troubleshoots problems and takes corrective action on a timely, effective basis.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	1	\$72.31

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361	ACS361	Systems Administrator 2	Responsible for ensuring the control, integrity, and accessibility of the Internet/Intranet for the enterprise. Responsible for change management procedures regarding the installation and testing of all upgrades and enhancements for the Internet/Intranet infrastructure. Responsible for proper initial installation as well as subsequent installations of updates/patches; preparation of system documentation; proactive, regular checks of system components for errors and application of necessary corrective action; set-up and maintenance of Web servers. Knowledgeable in all levels of Internet/Web security and the associated requirements for their application. Designs, develops and administers firewalls as a means of preventing unauthorized access to enterprise networks. Provides technical support to internal users and external customers; troubleshoots problems and takes corrective action on a timely, effective basis.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	5	\$85.43
362	ACS362	Systems Administrator 3	Responsible for ensuring the control, integrity, and accessibility of the Internet/Intranet for the enterprise. Responsible for change management procedures regarding the installation and testing of all upgrades and enhancements for the Internet/Intranet infrastructure. Responsible for proper initial installation as well as subsequent installations of updates/patches; preparation of system documentation; proactive, regular checks of system components for errors and application of necessary corrective action; set-up and maintenance of Web servers. Knowledgeable in all levels of Internet/Web security and the associated requirements for their application. Designs, develops and administers firewalls as a means of preventing unauthorized access to enterprise networks. Provides technical support to internal users and external customers; troubleshoots problems and takes corrective action on a timely, effective basis.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	8	\$110.31
363	ACS363	Systems Analyst 1	Understands business objectives and problems, identifies alternative solutions, performs studies and cost/benefit analysis of alternatives. Analyzes science, engineering, business, and other data processing problems to implement and improve computer systems. Analyzes user requirements, procedures, and problems to automate or improve existing systems and reviews computer system capabilities, workflow, and scheduling limitations. May analyze or recommend commercially available software. 4-7 years of experience in the field or in a related area. Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. A certain degree of creativity and latitude is required. Works under limited supervision with considerable latitude for the use of initiative and independent judgment.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	1	\$98.21
364	ACS364	Systems Analyst 2	Understands business objectives and problems, identifies alternative solutions, performs studies and cost/benefit analysis of alternatives. Analyzes user requirements, procedures, and problems to automate processing or to improve existing computer system; Confers with personnel of organizational units involved to analyze current operational procedures, identify problems, and learn specific input and output requirements, such as forms of data input, how data is to be summarized, and formats for reports. Writes detailed description of user needs, program functions, and steps required to develop or modify computer program. Reviews computer system capabilities, specifications, and scheduling limitations to determine if requested program or program change is possible within existing system. 4-7 years of experience in the field or in a related area. Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. A certain degree of creativity and latitude is required. Works under limited supervision with considerable latitude for the use of initiative and independent judgment.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	5	\$119.20
365	ACS365	Systems Analyst 3	Understands business objectives and problems, identifies alternative solutions, performs studies and cost/benefit analysis of alternatives. Analyzes user requirements, procedures, and problems to automate processing or to improve existing computer system; Confers with personnel of organizational units involved to analyze current operational procedures, identify problems, and learn specific input and output requirements, such as forms of data input, how data is to be summarized, and formats for reports. Writes detailed description of user needs, program functions, and steps required to develop or modify computer program. Reviews computer system capabilities, specifications, and scheduling limitations to determine if requested program or program change is possible within existing system. 8 or more years of experience, relies on experience and judgment to plan and accomplish goals, independently performs a variety of complicated tasks, a wide degree of creativity and latitude is expected	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	8	\$144.24
366	ACS366	Systems Architect 1	Responsible for providing senior level expertise on decisions and priorities regarding the enterprise's overall systems architecture. Facilitates the establishment and implementation of standards and guidelines that guide the design of technology solutions including architecting and implementing solutions requiring integration of multiple platforms, operating systems and applications across the enterprise. Reviews, advises and designs standard software and hardware builds, system options, risks, costs vs. benefits and impact on the enterprise business process and goals. Develops and documents the framework for integration and implementation for changes to technical standards. Assists in the development of and manages an architecture governance process. Provides technical guidance to project team areas as appropriate. Tracks industry trends and maintains knowledge of new technologies to better serve the enterprise's architecture needs.	Bachelor's or Master's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	1	\$72.32

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Item Number	SKU	Job Title	Job Description	Minimum Education / Certification Level	Minimum Years of Experience	NYS Contract Price (Not to Exceed Hourly Rate, Exclusive of Travel)
367	ACS367	Systems Architect 2	<p>Responsible for providing senior level expertise on decisions and priorities regarding the enterprise's overall systems architecture. Facilitates the establishment and implementation of standards and guidelines that guide the design of technology solutions including architecting and implementing solutions requiring integration of multiple platforms, operating systems and applications across the enterprise. Reviews, advises and designs standard software and hardware builds, system options, risks, costs vs. benefits and impact on the enterprise business process and goals.</p> <p>Develops and documents the framework for integration and implementation for changes to technical standards. Assists in the development of and manages an architecture governance process. Provides technical guidance to project team areas as appropriate. Tracks industry trends and maintains knowledge of new technologies to better serve the enterprise's architecture needs.</p>	Bachelor's or Master's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	5	\$107.19
368	ACS368	Systems Architect 3	<p>Responsible for providing senior level expertise on decisions and priorities regarding the enterprise's overall systems architecture. Facilitates the establishment and implementation of standards and guidelines that guide the design of technology solutions including architecting and implementing solutions requiring integration of multiple platforms, operating systems and applications across the enterprise. Reviews, advises and designs standard software and hardware builds, system options, risks, costs vs. benefits and impact on the enterprise business process and goals.</p> <p>Develops and documents the framework for integration and implementation for changes to technical standards. Assists in the development of and manages an architecture governance process. Provides technical guidance to project team areas as appropriate. Tracks industry trends and maintains knowledge of new technologies to better serve the enterprise's architecture needs.</p>	Bachelor's or Master's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	8	\$182.10
369	ACS369	Systems Software Programmer 1	<p>Responsible for the analysis, development, modification, installation, testing and maintenance of operating systems software. Possesses a strong understanding of systems programming, graphical user interfaces and control languages. Evaluates vendor supplied software packages and makes recommendations to IT management. Modifies and/or debugs vendor-supplied utilities and packages. Modifies, installs and prepares technical documentation for system software applications. Diagnoses, isolates and de-bugs software problems and performs problem resolution. Monitors systems capacity and performance, plans and executes disaster recovery procedures and provides Tier 2 technical support.</p>	Bachelor's or Master's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	1	\$84.24
370	ACS370	Systems Software Programmer 2	<p>Responsible for the analysis, development, modification, installation, testing and maintenance of operating systems software. Possesses a strong understanding of systems programming, graphical user interfaces and control languages. Evaluates vendor supplied software packages and makes recommendations to IT management. Modifies and/or debugs vendor-supplied utilities and packages. Modifies, installs and prepares technical documentation for system software applications. Diagnoses, isolates and de-bugs software problems and performs problem resolution. Monitors systems capacity and performance, plans and executes disaster recovery procedures and provides Tier 2 technical support.</p>	Bachelor's or Master's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	5	\$105.30
371	ACS371	Systems Software Programmer 3	<p>Responsible for the analysis, development, modification, installation, testing and maintenance of operating systems software. Possesses a strong understanding of systems programming, graphical user interfaces and control languages. Evaluates vendor supplied software packages and makes recommendations to IT management. Modifies and/or debugs vendor-supplied utilities and packages. Modifies, installs and prepares technical documentation for system software applications. Diagnoses, isolates and de-bugs software problems and performs problem resolution. Monitors systems capacity and performance, plans and executes disaster recovery procedures and provides Tier 2 technical support.</p>	Bachelor's or Master's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	8	\$128.47
372	ACS372	Technical Advisor- No Variance	<p>In an outsourcing environment, works with service providers to ensure their in-scope technical solutions are consistent with enterprise's business strategy and architecture. Works closely with business unit performance managers and quality assurance staff to review service provider problems, to analyze and validate the accuracy of information and the feasibility of solutions. May troubleshoot performance issues and resolve problems with service providers. Tracks industry trends and maintains knowledge of new technologies in the area of expertise to better evaluate business unit service requests and service provider proposals. Keeps current on the participating business strategies and advises when solutions may or may not be leveraged across the enterprise. Understands the value of technology in the enterprise's business processes, works with service providers to identify opportunities for innovation, cost reduction and improved efficiencies and reviews service provider solutions. In addition, this role provides input into the in-scope technical architecture for outsourcing projects.</p>	Bachelor's or Master's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	5	\$152.55
373	ACS373	Technical Product Support Analyst- No Variance	<p>Responsible for providing post-sales technical product support. This includes, but is not limited to, analyzing customers' business needs and developing technical requirements, preparing technical responses to Requests for Quotes (RFQs), configuring integrated solutions to meet customer needs and implementing client solutions. May act as a primary point of contact between customer's technical staff and the enterprise's development/engineering organization. Serves as technical consultant to the sales team and must have a broad knowledge of multiple computer environments, platforms and technologies and in-depth knowledge of the enterprise's products.</p>	Bachelor's or Master's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	5	\$80.25

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374	ACS374	Technical Product Support Specialist 1	Responsible for providing post-sales technical product support. This includes, but is not limited to coordinating the resolution of customer problems, maintaining and installing applications/solutions, performing bug verification, release testing and beta support for one or more products. May work at the customer site to design and install applications. Must have knowledge of one or more of the enterprise's products and familiarity of multiple applications.	Associate's or Bachelor's Degree or technical institute degree/certificate in Computer Science, Information Systems, or other related field. Or equivalent work experience.	1	\$45.72
375	ACS375	Technical Product Support Specialist 2	Responsible for providing post-sales technical product support. This includes, but is not limited to coordinating the resolution of customer problems, maintaining and installing applications/solutions, performing bug verification, release testing and beta support for one or more products. May work at the customer site to design and install applications. Must have knowledge of one or more of the enterprise's products and familiarity of multiple applications.	Associate's or Bachelor's Degree or technical institute degree/certificate in Computer Science, Information Systems, or other related field. Or equivalent work experience.	5	\$61.57
376	ACS376	Technical Product Support Specialist 3	Responsible for providing post-sales technical product support. This includes, but is not limited to coordinating the resolution of customer problems, maintaining and installing applications/solutions, performing bug verification, release testing and beta support for one or more products. May work at the customer site to design and install applications. Must have knowledge of one or more of the enterprise's products and familiarity of multiple applications.	Associate's or Bachelor's Degree or technical institute degree/certificate in Computer Science, Information Systems, or other related field. Or equivalent work experience.	8	\$77.67
377	ACS377	Technical Trainer 1	Responsible for providing post-sales technical product support. This includes, but is not limited to coordinating the resolution of customer problems, maintaining and installing applications/solutions, performing bug verification, release testing and beta support for one or more products. May work at the customer site to design and install applications. Must have knowledge of one or more of the enterprise's products and familiarity of multiple applications.	Associate's or Bachelor's Degree or technical institute degree/certificate in Computer Science, Information Systems, or other related field. Or equivalent work experience.	1	\$65.51
378	ACS378	Technical Writer 1	Develops and maintains user and technical documentation and project process documentation for Application Teams. Understands the user's view of applications and/or technology and is able to put procedures in a logical sequence. Provides expertise on technical concepts of applications and/or user groups and structuring procedures in a logical sequence, due to a broad understanding of the applications. Writes a variety of technical articles, reports, brochures, and/or manuals for documentation for a wide range of uses. May be responsible for coordinating the display of graphics and the production of the document.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	1	\$46.72
379	ACS379	Technical Writer 2	Develops and maintains user and technical documentation and project process documentation for Application Teams. Understands the user's view of applications and/or technology and is able to put procedures in a logical sequence. Provides expertise on technical concepts of applications and/or user groups and structuring procedures in a logical sequence, due to a broad understanding of the applications. Writes a variety of technical articles, reports, brochures, and/or manuals for documentation for a wide range of uses. May be responsible for coordinating the display of graphics and the production of the document.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	5	\$73.94
380	ACS380	Technical Writer 3	Develops and maintains user and technical documentation and project process documentation for Application Teams. Understands the user's view of applications and/or technology and is able to put procedures in a logical sequence. Provides expertise on technical concepts of applications and/or user groups and structuring procedures in a logical sequence, due to a broad understanding of the applications. Writes a variety of technical articles, reports, brochures, and/or manuals for documentation for a wide range of uses. May be responsible for coordinating the display of graphics and the production of the document.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	8	\$93.79
381	ACS381	Technology Research Analyst 1	Maintains a strong understanding of the enterprise's IT systems and architectures. Assists in the analysis of the requirements for the enterprise and applying emerging technologies to support long-term business objectives. Responsible for researching, collecting, and disseminating information on emerging technologies and key learnings throughout the enterprise. Researches and recommends changes to foundation architecture. Supports research projects to identify and evaluate emerging technologies. Interfaces with users and staff to evaluate possible implementation of the new technology in the enterprise, consistent with the goal of improving existing systems and technologies and in meeting the needs of the business. Analyzes and researches process of deployment and assists in this process.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	1	\$91.66
382	ACS382	Technology Research Analyst 2	Maintains a strong understanding of the enterprise's IT systems and architectures. Assists in the analysis of the requirements for the enterprise and applying emerging technologies to support long-term business objectives. Responsible for researching, collecting, and disseminating information on emerging technologies and key learnings throughout the enterprise. Researches and recommends changes to foundation architecture. Supports research projects to identify and evaluate emerging technologies. Interfaces with users and staff to evaluate possible implementation of the new technology in the enterprise, consistent with the goal of improving existing systems and technologies and in meeting the needs of the business. Analyzes and researches process of deployment and assists in this process.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	5	\$111.51
383	ACS383	Technology Research Analyst 3	Maintains a strong understanding of the enterprise's IT systems and architectures. Assists in the analysis of the requirements for the enterprise and applying emerging technologies to support long-term business objectives. Responsible for researching, collecting, and disseminating information on emerging technologies and key learnings throughout the enterprise. Researches and recommends changes to foundation architecture. Supports research projects to identify and evaluate emerging technologies. Interfaces with users and staff to evaluate possible implementation of the new technology in the enterprise, consistent with the goal of improving existing systems and technologies and in meeting the needs of the business. Analyzes and researches process of deployment and assists in this process.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	8	\$131.35

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384	ACS384	Telecommunication Engineer 1	<p>Responsible for engineering and/or analytical tasks and activities associated with areas within the telecommunications function (e.g., network design, engineering, implementation, diagnostics or operations/user support). Monitors the operation of telecom network systems. Performs complex tasks relating to telecom network operations, installation, and/or maintenance for local, off-site and/or remote locations. The scope of responsibility for this position includes, but is not limited to, the configuration, deployment, testing, maintenance, monitoring and trouble-shooting of telecommunications network components to provide a secure, high performance network. Duties also entail quality assurance and testing of transmission mediums and infrastructure components.</p> <p>Serves as technical specialist/lead on a functional basis, for the resolution of complex network problems. Experience should include: moves, adds and changes, fault isolation and resolution, and end-user support. Requires broad knowledge of telecom systems, dial plans, switching architecture, telephony and wiring.</p>	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	1	\$62.94
385	ACS385	Telecommunication Engineer 2	<p>Responsible for engineering and/or analytical tasks and activities associated with areas within the telecommunications function (e.g., network design, engineering, implementation, diagnostics or operations/user support). Monitors the operation of telecom network systems. Performs complex tasks relating to telecom network operations, installation, and/or maintenance for local, off-site and/or remote locations. The scope of responsibility for this position includes, but is not limited to, the configuration, deployment, testing, maintenance, monitoring and trouble-shooting of telecommunications network components to provide a secure, high performance network. Duties also entail quality assurance and testing of transmission mediums and infrastructure components.</p> <p>Serves as technical specialist/lead on a functional basis, for the resolution of complex network problems. Experience should include: moves, adds and changes, fault isolation and resolution, and end-user support. Requires broad knowledge of telecom systems, dial plans, switching architecture, telephony and wiring.</p>	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	5	\$92.70
386	ACS386	Telecommunication Engineer 3	<p>Responsible for engineering and/or analytical tasks and activities associated with areas within the telecommunications function (e.g., network design, engineering, implementation, diagnostics or operations/user support). Monitors the operation of telecom network systems. Performs complex tasks relating to telecom network operations, installation, and/or maintenance for local, off-site and/or remote locations. The scope of responsibility for this position includes, but is not limited to, the configuration, deployment, testing, maintenance, monitoring and trouble-shooting of telecommunications network components to provide a secure, high performance network. Duties also entail quality assurance and testing of transmission mediums and infrastructure components.</p> <p>Serves as technical specialist/lead on a functional basis, for the resolution of complex network problems. Experience should include: moves, adds and changes, fault isolation and resolution, and end-user support. Requires broad knowledge of telecom systems, dial plans, switching architecture, telephony and wiring.</p>	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	8	\$112.81
387	ACS387	Telecommunication Technician 1	<p>Under direct supervision, monitors, operates, installs and maintains telecommunications systems and equipment in addition to troubleshooting any type of hardware or software problems to ensure that systems perform in a manner which best meets business needs and objectives. Responsible for the installation, maintenance and repair of telecommunications equipment. Assists in the installation of telecom systems and equipment for new company facilities. Performs telecom network software installations and maintenance of network database for system maintenance and billing support.</p> <p>Possesses knowledge of data scopes, patch panels, modems and various analog and digital signaling systems. Must demonstrate thorough knowledge of T-1 network architecture and operating procedures. Knowledge of line control techniques and communication access methodology is needed. Must be able to read engineering drawings and terminate cables and grounding systems.</p>	Associate's or Bachelor's Degree, or technical institute degree/certificate in Computer Science, Information Systems or other related field. Or equivalent work experience.	1	\$67.86
388	ACS388	Telecommunication Technician 2	<p>Under direct supervision, monitors, operates, installs and maintains telecommunications systems and equipment in addition to troubleshooting any type of hardware or software problems to ensure that systems perform in a manner which best meets business needs and objectives. Responsible for the installation, maintenance and repair of telecommunications equipment. Assists in the installation of telecom systems and equipment for new company facilities. Performs telecom network software installations and maintenance of network database for system maintenance and billing support.</p> <p>Possesses knowledge of data scopes, patch panels, modems and various analog and digital signaling systems. Must demonstrate thorough knowledge of T-1 network architecture and operating procedures. Knowledge of line control techniques and communication access methodology is needed. Must be able to read engineering drawings and terminate cables and grounding systems.</p>	Associate's or Bachelor's Degree, or technical institute degree/certificate in Computer Science, Information Systems or other related field. Or equivalent work experience.	5	\$78.12

ACS Consultancy Services, Inc Approved Price List			Number of Approved Titles:	98	Last Updated:	10/10/2025
Item Number	SKU	Job Title	Job Description	Minimum Education / Certification Level	Minimum Years of Experience	NYS Contract Price (Not to Exceed Hourly Rate, Exclusive of Travel)
389	ACS389	Telecommunication Technician 3	Under direct supervision, monitors, operates, installs and maintains telecommunications systems and equipment in addition to troubleshooting any type of hardware or software problems to ensure that systems perform in a manner which best meets business needs and objectives. Responsible for the installation, maintenance and repair of telecommunications equipment. Assists in the installation of telecom systems and equipment for new company facilities. Performs telecom network software installations and maintenance of network database for system maintenance and billing support. Possesses knowledge of data scopes, patch panels, modems and various analog and digital signaling systems. Must demonstrate thorough knowledge of T-1 network architecture and operating procedures. Knowledge of line control techniques and communication access methodology is needed. Must be able to read engineering drawings and terminate cables and grounding systems.	Associate's or Bachelor's Degree, or technical institute degree/certificate in Computer Science, Information Systems or other related field. Or equivalent work experience.	8	\$91.52
390	ACS390	Telecommunications Manager 1	Plan, devise, build, configure and commission telecommunications equipment, networks, and systems, including voice, data, satellite, microwave, digital data systems, etc. Managers maintain records on installation, resolution of issues, and replacement of equipment and parts. Telecommunications Specialist Focus on the interaction between computer systems, communication methods, and devices. They design video, data, and voice communication systems. They may oversee the installation and maintenance of these systems, including their repair and testing.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	1	\$73.16
391	ACS391	Telecommunications Manager 2	Plan, devise, build, configure and commission telecommunications equipment, networks, and systems, including voice, data, satellite, microwave, digital data systems, etc. Managers maintain records on installation, resolution of issues, and replacement of equipment and parts. Telecommunications Specialist Focus on the interaction between computer systems, communication methods, and devices. They design video, data, and voice communication systems. They may oversee the installation and maintenance of these systems, including their repair and testing.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	5	\$90.00
392	ACS392	Telecommunications Manager 3	Plan, devise, build, configure and commission telecommunications equipment, networks, and systems, including voice, data, satellite, microwave, digital data systems, etc. Managers maintain records on installation, resolution of issues, and replacement of equipment and parts. Telecommunications Specialist Focus on the interaction between computer systems, communication methods, and devices. They design video, data, and voice communication systems. They may oversee the installation and maintenance of these systems, including their repair and testing.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	8	\$122.86
393	ACS393	Telecommunications Technician 1	Focus on the interaction between computer systems, communication methods, and devices. They design video, data, and voice communication systems. They may oversee the installation and maintenance of these systems, including their repair and testing. 1-3 years of experience in the field or in a related area. Has knowledge of commonly used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Primary job functions do not typically require exercising independent judgment.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	1	\$74.92
394	ACS394	Telecommunications Technician 2	Focus on the interaction between computer systems, communication methods, and devices. They design video, data, and voice communication systems. They may oversee the installation and maintenance of these systems, including their repair and testing. 4-7 years of experience in the field or in a related area. Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. A certain degree of creativity and latitude is required. Works under limited supervision with considerable latitude for the use of initiative and independent judgment.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	5	\$85.78
395	ACS395	Telecommunications Technician 3	Focus on the interaction between computer systems, communication methods, and devices. They design video, data, and voice communication systems. They may oversee the installation and maintenance of these systems, including their repair and testing. 8 or more years of experience, relies on experience and judgment to plan and accomplish goals, independently performs a variety of complicated tasks, a wide degree of creativity and latitude is expected.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	8	\$98.21
396	ACS396	UNIX System Administrator- No Variance	Installs, configures, maintains and performs system integration testing of UNIX based operating systems, related utilities and hardware. Responsible for troubleshooting UNIX-based hardware and software problems. Monitors systems activities and fine tunes system parameters and configuration to optimize performance and ensure security of systems. Performs capacity analysis, monitors and controls usage of disk space. Develops procedures for routine administration including backup/restore, shutdown, and startup. Provides recommendations for improving the server environment, such as capacity thresholds, security gaps, patch levels and hardware recalls.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	5	\$126.90
397	ACS397	Web Administrator 1	Maintains hardware and software critical to the functionality of the organization's Internet/intranet. Monitors usage and performance, creates and maintains backups, and troubleshoots and resolves issues as they arise.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	1	\$85.78
398	ACS398	Web Administrator 2	Maintains hardware and software critical to the functionality of the organization's Internet/intranet. Monitors usage and performance, creates and maintains backups, and troubleshoots and resolves issues as they arise.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	5	\$98.21
399	ACS399	Web Administrator 3	Maintains hardware and software critical to the functionality of the organization's Internet/intranet. Monitors usage and performance, creates and maintains backups, and troubleshoots and resolves issues as they arise.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	8	\$119.20

ACS Consultancy Services, Inc Approved Price List			Number of Approved Titles:	98	Last Updated:	10/10/2025
Item Number	SKU	Job Title	Job Description	Minimum Education / Certification Level	Minimum Years of Experience	NYS Contract Price (Not to Exceed Hourly Rate, Exclusive of Travel)
400	ACS400	Web Applications Programmer 1	Develops, maintains, and supports applications for the organization's Internet/Intranet sites. Gathers and analyzes requirements. Programs all or selected components of Web applications. Documents components and applications. Develops automation techniques to enable end-user content publishing; programs, tests and implements mapped graphic images, forms and HTML pages; handles client browser support inquiries; maintains links to external sites and accuracy on internal links while ensuring up-to-date information. Researches, evaluates and recommends new Internet tools and applications for use in assigned responsibilities. The senior level Web Applications Programmer has experience in a variety of the more difficult Web tools and languages.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	1	\$71.25
401	ACS401	Web Applications Programmer 2	Develops, maintains, and supports applications for the organization's Internet/Intranet sites. Gathers and analyzes requirements. Programs all or selected components of Web applications. Documents components and applications. Develops automation techniques to enable end-user content publishing; programs, tests and implements mapped graphic images, forms and HTML pages; handles client browser support inquiries; maintains links to external sites and accuracy on internal links while ensuring up-to-date information. Researches, evaluates and recommends new Internet tools and applications for use in assigned responsibilities. The senior level Web Applications Programmer has experience in a variety of the more difficult Web tools and languages.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	5	\$105.15
402	ACS402	Web Applications Programmer 3	Develops, maintains, and supports applications for the organization's Internet/Intranet sites. Gathers and analyzes requirements. Programs all or selected components of Web applications. Documents components and applications. Develops automation techniques to enable end-user content publishing; programs, tests and implements mapped graphic images, forms and HTML pages; handles client browser support inquiries; maintains links to external sites and accuracy on internal links while ensuring up-to-date information. Researches, evaluates and recommends new Internet tools and applications for use in assigned responsibilities. The senior level Web Applications Programmer has experience in a variety of the more difficult Web tools and languages.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	8	\$120.90
403	ACS403	Web Content Specialist/Manager 1	Create content strategies, research trending topics, and write content. The web content manager is responsible for establishing and maintaining the organization's website publication strategy. They typically work in an office environment. Content specialists work closely with other members of their team, such as writers, designers, and managers. 1-3 years of experience in the field or in a related area. Has knowledge of commonly used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Primary job functions do not typically require exercising independent judgment.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	1	\$44.16
404	ACS404	Web Content Specialist/Manager 2	Create content strategies, research trending topics, and write content. The web content manager is responsible for establishing and maintaining the organization's website publication strategy. They typically work in an office environment. Content specialists work closely with other members of their team, such as writers, designers, and managers. 4-7 years of experience in the field or in a related area. Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. A certain degree of creativity and latitude is required. Works under limited supervision with considerable latitude for the use of initiative and independent judgment.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	5	\$85.00
405	ACS405	Web Content Specialist/Manager 3	Create content strategies, research trending topics, and write content. The web content manager is responsible for establishing and maintaining the organization's website publication strategy. They typically work in an office environment. Content specialists work closely with other members of their team, such as writers, designers, and managers. 8 or more years of experience, relies on experience and judgment to plan and accomplish goals, independently performs a variety of complicated tasks, a wide degree of creativity and latitude is expected.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	8	\$133.94
406	ACS406	Web Customer Support Specialist 1	Responsible for providing support services to users of Internet and Extranet sites. Provides technical advice and guidance relative to problems involving user interface, browser, hardware and supporting software. Troubleshoots and restores routine technical service and equipment troubles by analyzing, identifying and diagnosing faults and symptoms using established processes and procedures. Maintains a knowledge database and call tracking database to enhance quality of problem resolutions. Coordinates efforts with the Help Desk to ensure all calls outside the customer environment are effectively resolved. Works in a team setting, sharing information and assisting others with calls. Provides input to Web development team for site improvements based on customer feedback. This job is very similar to an experienced Help Desk professional, with the added responsibility of interfacing directly with external customers to the business. As a result, customer service and technical competencies are very critical, as this may be the only "live" interface a customer has with the business.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	1	\$60.89
407	ACS407	Web Customer Support Specialist 2	Responsible for providing support services to users of Internet and Extranet sites. Provides technical advice and guidance relative to problems involving user interface, browser, hardware and supporting software. Troubleshoots and restores routine technical service and equipment troubles by analyzing, identifying and diagnosing faults and symptoms using established processes and procedures. Maintains a knowledge database and call tracking database to enhance quality of problem resolutions. Coordinates efforts with the Help Desk to ensure all calls outside the customer environment are effectively resolved. Works in a team setting, sharing information and assisting others with calls. Provides input to Web development team for site improvements based on customer feedback. This job is very similar to an experienced Help Desk professional, with the added responsibility of interfacing directly with external customers to the business. As a result, customer service and technical competencies are very critical, as this may be the only "live" interface a customer has with the business.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	5	\$70.79

ACS Consultancy Services, Inc Approved Price List			Number of Approved Titles:	98	Last Updated:	10/10/2025
Item Number	SKU	Job Title	Job Description	Minimum Education / Certification Level	Minimum Years of Experience	NYS Contract Price (Not to Exceed Hourly Rate, Exclusive of Travel)
408	ACS408	Web Customer Support Specialist 3	<p>Responsible for providing support services to users of Internet and Extranet sites. Provides technical advice and guidance relative to problems involving user interface, browser, hardware and supporting software. Troubleshoots and restores routine technical service and equipment troubles by analyzing, identifying and diagnosing faults and symptoms using established processes and procedures. Maintains a knowledge database and call tracking database to enhance quality of problem resolutions.</p> <p>Coordinates efforts with the Help Desk to ensure all calls outside the customer environment are effectively resolved. Works in a team setting, sharing information and assisting others with calls. Provides input to Web development team for site improvements based on customer feedback. This job is very similar to an experienced Help Desk professional, with the added responsibility of interfacing directly with external customers to the business. As a result, customer service and technical competencies are very critical, as this may be the only "live" interface a customer has with the business.</p>	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	8	\$85.95
409	ACS409	Web Designer 1	<p>Responsible for the design, development and creation of user-centered designs for Web sites. Responsibilities include human factors engineering, heuristic evaluations and usability testing for Web and client based applications as well as metrics setting and monitoring for assessing the usability of the Web application. Works to improve the usability, usefulness, and desirability of Web sites in collaboration with Graphic Designers, Product Managers, Engineering Staff and other Web Designers. Must be able to perform usability tests, provide design prototypes and provide ad hoc user interface consulting.</p> <p>Responsible for requirements gathering and articulation of user interface issues—including development of page/site prototypes. Must be knowledgeable of user-centered design methodology, user scenarios, usability testing, storyboarding, paper and interactive prototypes.</p> <p>Must have demonstrated skills in graphic applications, HTML development tools and other applicable authoring tools, Web production, front-end development using programming and scripting languages. Must be able to integrate design into program rules and system architecture and create innovative approaches to improving the end-user experience. Must be familiar with platform/browser compatibility and basic usability issues.</p>	Bachelor's Degree in Computer Science, Information Systems, Graphic Design, or other related field. Or equivalent work experience.	1	\$57.54
410	ACS410	Web Designer 2	<p>Responsible for the design, development and creation of user-centered designs for Web sites. Responsibilities include human factors engineering, heuristic evaluations and usability testing for Web and client based applications as well as metrics setting and monitoring for assessing the usability of the Web application. Works to improve the usability, usefulness, and desirability of Web sites in collaboration with Graphic Designers, Product Managers, Engineering Staff and other Web Designers. Must be able to perform usability tests, provide design prototypes and provide ad hoc user interface consulting.</p> <p>Responsible for requirements gathering and articulation of user interface issues—including development of page/site prototypes. Must be knowledgeable of user-centered design methodology, user scenarios, usability testing, storyboarding, paper and interactive prototypes.</p> <p>Must have demonstrated skills in graphic applications, HTML development tools and other applicable authoring tools, Web production, front-end development using programming and scripting languages. Must be able to integrate design into program rules and system architecture and create innovative approaches to improving the end-user experience. Must be familiar with platform/browser compatibility and basic usability issues.</p>	Bachelor's Degree in Computer Science, Information Systems, Graphic Design, or other related field. Or equivalent work experience.	5	\$69.69
411	ACS411	Web Developer 1	<p>Writing well designed, testable, efficient code by using best software development practices. Creating website layout/user interfaces by using standard HTML/CSS practices. Integrating data from various back-end services and databases.</p>	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	1	\$50.91
412	ACS412	Web Developer 2	<p>Writing well designed, testable, efficient code by using best software development practices. Creating website layout/user interfaces by using standard HTML/CSS practices. Integrating data from various back-end services and databases.</p>	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	5	\$85.00
413	ACS413	Web Developer 3	<p>Writing well designed, testable, efficient code by using best software development practices. Creating website layout/user interfaces by using standard HTML/CSS practices. Integrating data from various back-end services and databases.</p>	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	8	\$123.38

ACS Consultancy Services, Inc Approved Price List			Number of Approved Titles:	98	Last Updated:	10/10/2025
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414	ACS414	Web Security Specialist- No Variance	<p>Assists in the development and management of Web security policy and procedures for the enterprise. Evaluates information security solutions on Inter/Intranet/Extranet environments. Responsible for monitoring, assessing and reviewing rule base and configurations of firewalls and intrusion detection systems. Performs security assessment reviews of the e-commerce applications for compliance to security policies, standards and practices. Reviews software products and recommends security solutions for various platforms and initiatives. Educates users on the Web security standards and practices. Reviews and prepares status reports on security matters to develop security risk analysis scenarios and response procedures.</p> <p>Ensures compliance to security policies and procedures by administering and monitoring security profiles; reviews security violation reports and investigates possible security exceptions; updates, maintains and documents security controls. Must have knowledge of client/server and Web technologies and a strong understanding of e-commerce operations.</p>	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	5	\$119.39
415	ACS415	Webmaster 1	<p>Accountable for the design, upgrading, enhancement, maintenance, availability and effectiveness of technical functionality and content for one or more Web sites of the enterprise. Coordinates the publishing of Web site content, user interface, look/feel and level of specificity to suit a wide range of needs. Responsible for working closely with marketing and systems teams to coordinate content, developing on-going site structure and updates. Knowledge and experience in HTML, including style sheets, templates, complex tables, frames, image maps, CGI programming, applets, animation, multimedia design and delivery, and Web publishing procedures, is essential.</p> <p>Primary focus is generally on gathering requirements that relate to the organization's business objectives relative to site audiences, and continuous content updates and site upgrades to enhance site hits/visits. Webmaster, in a junior role, would focus more extensively on programming content rather than the technical aspects of this position. Impact and complexity of this job increases if organization is utilizing Internet solutions (vs. only Intranet), especially those having significant business impact (e.g., e-business).</p>	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	1	\$62.85
416	ACS416	Webmaster 2	<p>Accountable for the design, upgrading, enhancement, maintenance, availability and effectiveness of technical functionality and content for one or more Web sites of the enterprise. Coordinates the publishing of Web site content, user interface, look/feel and level of specificity to suit a wide range of needs. Responsible for working closely with marketing and systems teams to coordinate content, developing on-going site structure and updates. Knowledge and experience in HTML, including style sheets, templates, complex tables, frames, image maps, CGI programming, applets, animation, multimedia design and delivery, and Web publishing procedures, is essential.</p> <p>Primary focus is generally on gathering requirements that relate to the organization's business objectives relative to site audiences, and continuous content updates and site upgrades to enhance site hits/visits. Webmaster, in a junior role, would focus more extensively on programming content rather than the technical aspects of this position. Impact and complexity of this job increases if organization is utilizing Internet solutions (vs. only Intranet), especially those having significant business impact (e.g., e-business).</p>	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	5	\$77.85
417	ACS417	Webmaster 3	<p>Accountable for the design, upgrading, enhancement, maintenance, availability and effectiveness of technical functionality and content for one or more Web sites of the enterprise. Coordinates the publishing of Web site content, user interface, look/feel and level of specificity to suit a wide range of needs. Responsible for working closely with marketing and systems teams to coordinate content, developing on-going site structure and updates. Knowledge and experience in HTML, including style sheets, templates, complex tables, frames, image maps, CGI programming, applets, animation, multimedia design and delivery, and Web publishing procedures, is essential.</p> <p>Primary focus is generally on gathering requirements that relate to the organization's business objectives relative to site audiences, and continuous content updates and site upgrades to enhance site hits/visits. Webmaster, in a junior role, would focus more extensively on programming content rather than the technical aspects of this position. Impact and complexity of this job increases if organization is utilizing Internet solutions (vs. only Intranet), especially those having significant business impact (e.g., e-business).</p>	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	8	\$106.50
418	ACS418	Wireless Network Engineer 1	Installing, configuring and maintaining wireless network equipment, network management and security including 802.11 b/g/n/ac standards and industry best practices for implementing high- density WIFI solutions.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	1	\$52.80
419	ACS419	Wireless Network Engineer 2	Installing, configuring and maintaining wireless network equipment, network management and security including 802.11 b/g/n/ac standards and industry best practices for implementing high- density WIFI solutions.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	5	\$82.24
420	ACS420	Wireless Network Engineer 3	Installing, configuring and maintaining wireless network equipment, network management and security including 802.11 b/g/n/ac standards and industry best practices for implementing high- density WIFI solutions.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	8	\$145.20