

<b>Attachment 1 - Pricing</b>	
<b>Contractor:</b>	Radian Solutions, LLC
<b>Contract Number:</b>	PB70796
<b>Lots Awarded:</b>	2
<p><b>Authorized Users Please Note the Following:</b></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 <a href="http://osc.state.ny.us/agencies/travel/travel.htm">http://osc.state.ny.us/agencies/travel/travel.htm</a>. 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>	

Radian Solutions, LLC Approved Price List			Number of Approved Titles:	42	Last Updated:	6/16/2025
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	1	Senior Project Manager	<p>A Senior Technical Lead ensures IT architectural integrity and functions as the interface between systems developers and IT project managers. The Senior Technical Lead provides coordination, oversight and leadership for the analyses, planning, design, implementation, documentation, assessment, and management of IT architecture and infrastructure design framework to align IT approaches with an organization's mission, goals and business processes.</p> <p>The Senior Technical Lead will develop reference models of the enterprise and maintain the information in the IT repository; determine the gaps between the current and the target architecture and develop plans for transitioning to target architecture; define the policies and principles to guide technology decisions for the enterprise architecture; identify opportunities to improve enterprise-level systems to support business processes and utilize emerging technologies; promote and educate customers and stakeholders on the use and value of the enterprise architecture; provide enterprise architecture guidance, support and coordination to customers and IT project teams; document the enterprise architecture infrastructure, including the business units and key processes, using modeling techniques; ensure technical integration is achieved across the enterprise by participating in test planning, validation and reviews; evaluate the impact of enterprise architecture products and services on IT investments, business operations, stakeholder satisfaction and other outcomes; coordinate and conduct governance and portfolio management activities associated with ensuring compliance with the enterprise architecture; and ensure the rigorous application of information security/information assurance policies, principles and practices to all components of the enterprise architecture.</p> <p>The Senior Technical Lead will possess knowledge and experience in organizational mission, IT infrastructure, enterprise architecture principles and reference models, and program management principles sufficient to participate in the development of organizational enterprise architecture goals, objectives, plans and policies; organizational enterprise architecture models, policies and planning formulation process, strategic and IT goals and objectives, and IT program metrics and measurement techniques sufficient to ensure enterprise-level IT specifications align with the organizational business requirements, identify potential improvements to enterprise architecture to meet organizational goals, and establish and implement metrics for evaluating the accomplishments of enterprise architecture goals and objectives; methods and approaches for sharing information through the use of IT assets, project management concepts, methods and practices, enterprise architecture concepts and principles, and multiple IT disciplines sufficient to develop major components of the enterprise architecture plan including strategic drivers, current and target architectures, the sequencing plan, architectural segments and reference models and standards; technical documentation methods; and speak and write effectively and prepare effective reports. Experience in architecture and implementation of the applications in the cloud, On-premises, and hybrid environments.</p> <p>Experience</p>	<p>This classification requires the possession of (a) a bachelor's degree, and (b) a valid Project Management Professional (PMP) certification from the Project Management Institute (PMI), which will be verified during the Request for Offer (RFO) process.</p> <p>Additional qualifying experience may be substituted for the required education on a year-for-year basis. The PMP certification is required and may not be substituted with additional experience.</p>	7	\$216.31
2	2	Project Manager	<p>The description is the same as with the Senior Technical Lead, except this classification functions under general supervision of a Senior Technical Lead or Senior Project Manager.</p> <p>The Technical Lead will develop reference models of the enterprise and maintain the information in the IT repository; determine the gaps between the current and the target architecture and develop plans for transitioning to target architecture; define the policies and principles to guide technology decisions for the enterprise architecture; identify opportunities to improve enterprise-level systems to support business processes and utilize emerging technologies; promote and educate customers and stakeholders on the use and value of the enterprise architecture; provide enterprise architecture guidance, support and coordination to customers and IT project teams; document the enterprise architecture infrastructure, including the business units and key processes, using modeling techniques; ensure technical integration is achieved across the enterprise by participating in test planning, validation and reviews; evaluate the impact of enterprise architecture products and services on IT investments, business operations, stakeholder satisfaction and other outcomes; coordinate and conduct governance and portfolio management activities associated with ensuring compliance with the enterprise architecture; and ensure the rigorous application of information security/information assurance policies, principles and practices to all components of the enterprise architecture.</p> <p>The Technical Lead will possess knowledge and experience in organizational mission, IT infrastructure, enterprise architecture principles and reference models, and program management principles sufficient to participate in the development of organizational enterprise architecture goals, objectives, plans and policies; organizational enterprise architecture models, policies and planning formulation process, strategic and IT goals and objectives, and IT program metrics and measurement techniques sufficient to ensure enterprise-level IT specifications align with the organizational business requirements, identify potential improvements to enterprise architecture to meet organizational goals, and establish and implement metrics for evaluating the accomplishments of enterprise architecture goals and objectives; methods and approaches for sharing information through the use of IT assets, project management concepts, methods and practices, enterprise architecture concepts and principles, and multiple IT disciplines sufficient to develop major components of the enterprise architecture plan including strategic drivers, current and target architectures, the sequencing plan, architectural segments and reference models and standards; technical documentation methods; and speak and write effectively and prepare effective reports.</p> <p>Experience</p> <p>This Classification must have a minimum of five (5) years of experience aligning IT systems with organizational business processes. At least three (3) years of that experience must have been in a lead capacity.</p>	<p>This classification requires the possession of (a) a bachelor's degree, and (b) a valid Project Management Professional (PMP) certification from the Project Management Institute (PMI), which will be verified during the RFO process.</p> <p>Additional qualifying experience may be substituted for the required education on a year-for-year basis. The PMP certification is required and may not be substituted with additional experience.</p>	5	\$188.18

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3	3	Senior Technical Lead	<p>A Senior Technical Lead ensures IT architectural integrity and functions as the interface between systems developers and IT project managers. The Senior Technical Lead provides coordination, oversight and leadership for the analyses, planning, design, implementation, documentation, assessment, and management of IT architecture and infrastructure design framework to align IT approaches with an organization's mission, goals and business processes.</p> <p>The Senior Technical Lead will develop reference models of the enterprise and maintain the information in the IT repository; determine the gaps between the current and the target architecture and develop plans for transitioning to target architecture; define the policies and principles to guide technology decisions for the enterprise architecture; identify opportunities to improve enterprise-level systems to support business processes and utilize emerging technologies; promote and educate customers and stakeholders on the use and value of the enterprise architecture; provide enterprise architecture guidance, support and coordination to customers and IT project teams; document the enterprise architecture infrastructure, including the business units and key processes, using modeling techniques; ensure technical integration is achieved across the enterprise by participating in test planning, validation and reviews; evaluate the impact of enterprise architecture products and services on IT investments, business operations, stakeholder satisfaction and other outcomes; coordinate and conduct governance and portfolio management activities associated with ensuring compliance with the enterprise architecture; and ensure the rigorous application of information security/information assurance policies, principles and practices to all components of the enterprise architecture.</p> <p>The Senior Technical Lead will possess knowledge and experience in organizational mission, IT infrastructure, enterprise architecture principles and reference models, and program management principles sufficient to participate in the development of organizational enterprise architecture goals, objectives, plans and policies; organizational enterprise architecture models, policies and planning formulation process, strategic and IT goals and objectives, and IT program metrics and measurement techniques sufficient to ensure enterprise-level IT specifications align with the organizational business requirements, identify potential improvements to enterprise architecture to meet organizational goals, and establish and implement metrics for evaluating the accomplishments of enterprise architecture goals and objectives; methods and approaches for sharing information through the use of IT assets, project management concepts, methods and practices, enterprise architecture concepts and principles, and multiple IT disciplines sufficient to develop major components of the enterprise architecture plan including strategic drivers, current and target architectures, the sequencing plan, architectural segments and reference models and standards; technical documentation methods; and speak and write effectively and prepare effective reports. <u>Experience in architecture and implementation of the applications in the cloud, On-premises, and hybrid</u></p>	This classification requires the possession of a bachelor's degree in an IT-related or Engineering field. Additional qualifying experience may be substituted for the required education on a year-for-year basis.	8	\$192.06
4	4	Technical Lead	<p>The description is the same as with the Senior Technical Lead, except this classification functions under general supervision of a Senior Technical Lead or Senior Project Manager.</p> <p>The Technical Lead will develop reference models of the enterprise and maintain the information in the IT repository; determine the gaps between the current and the target architecture and develop plans for transitioning to target architecture; define the policies and principles to guide technology decisions for the enterprise architecture; identify opportunities to improve enterprise-level systems to support business processes and utilize emerging technologies; promote and educate customers and stakeholders on the use and value of the enterprise architecture; provide enterprise architecture guidance, support and coordination to customers and IT project teams; document the enterprise architecture infrastructure, including the business units and key processes, using modeling techniques; ensure technical integration is achieved across the enterprise by participating in test planning, validation and reviews; evaluate the impact of enterprise architecture products and services on IT investments, business operations, stakeholder satisfaction and other outcomes; coordinate and conduct governance and portfolio management activities associated with ensuring compliance with the enterprise architecture; and ensure the rigorous application of information security/information assurance policies, principles and practices to all components of the enterprise architecture.</p> <p>The Technical Lead will possess knowledge and experience in organizational mission, IT infrastructure, enterprise architecture principles and reference models, and program management principles sufficient to participate in the development of organizational enterprise architecture goals, objectives, plans and policies; organizational enterprise architecture models, policies and planning formulation process, strategic and IT goals and objectives, and IT program metrics and measurement techniques sufficient to ensure enterprise-level IT specifications align with the organizational business requirements, identify potential improvements to enterprise architecture to meet organizational goals, and establish and implement metrics for evaluating the accomplishments of enterprise architecture goals and objectives; methods and approaches for sharing information through the use of IT assets, project management concepts, methods and practices, enterprise architecture concepts and principles, and multiple IT disciplines sufficient to develop major components of the enterprise architecture plan including strategic drivers, current and target architectures, the sequencing plan, architectural segments and reference models and standards; technical documentation methods; and speak and write effectively and prepare effective reports.</p> <p>Experience This Classification must have a minimum of five (5) years of experience aligning IT systems with organizational business processes. At least three (3) years of that experience must have been in a lead capacity.</p>	This classification requires the possession of a bachelor's degree in an IT-related or Engineering field. Additional qualifying experience may be substituted for the required education on a year-for-year basis.	5	\$163.93

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5	5	Business Solutions Analyst	<p>A Business Solutions Analyst performs business systems analysis and is responsible for work that involves applying analytical processes to the planning, design and implementation of new and improved business information systems and business processes to meet the business requirements of customer organizations.</p> <p>The Business Solutions Analyst will perform needs analyses to define opportunities for new or improved business process solutions; conduct business process reengineering; conduct feasibility studies and trade-off analyses; perform as a liaison between internal and external customers; consult with customers to identify, refine and specify functional requirements, and translate functional requirements into technical specifications; develop overall functional and systems requirements and specifications; prepare business cases for the application of IT solutions; define systems scope and objectives; develop cost estimates for new modified systems; ensure the integration of all system components; e.g., policies, procedures, training material, databases, software and hardware; conduct performance and reliability testing of new solutions; plan and participate in systems implementation and provide post-implementation support and ensure the rigorous application of information security/information assurance policies, principles and practices to the systems analysis process.</p> <p>The Business Solutions Analyst will possess knowledge and experience in structured analysis principles and methods; systems analysis and analytical principles, concepts, techniques and methods, including cost-benefit analysis methods; basic IT architecture and technical documentation methods; systems design tools, methods and techniques, including automated systems analysis and design tools sufficient to develop requirements and specifications for systems that meet business requirements; systems design standards, policies and authorized approaches sufficient to assist in identifying and specifying business requirements for new or enhanced systems and develop basic system specifications; system design precedents or alternative approaches sufficient to advise on the merits of proposed systems development projects; business processes, workflows and operations of customer organizations sufficient to apply a structured systems analysis approach to the design and development of new or enhanced applications; business process engineering concepts and methods sufficient to lead/conduct studies designed to identify potential improvements in the way IT is applied to key business functions; life cycle management concepts; internet and new IT technologies; and speak and write effectively and prepare effective reports.</p> <p style="text-align: center;">Experience</p> <p>This Classification must have a minimum of five (5) years of experience applying analytical processes on IT projects. At least three (3) years of that experience must have been in business systems analysis and design.</p>	This classification requires the possession of a bachelor's degree. Additional qualifying experience may be substituted for the required education on a year-for-year basis.	5	\$147.44
6	6	Senior Software Engineer	<p>A Senior Software Engineer is responsible for leading and/or working on the most complex IT applications design, documentation, development, modification, testing, installation, implementation and support of new or existing applications software. This Classification may also plan, install, configure, test, implement and manage a systems environment in support of an organization's IT architecture and business needs. Common organizational or functional industry position titles for programmers include but are not limited to programmer analyst, applications developer, software engineer, software developer, software quality assurance specialist, systems programmer, systems software programmer, database administrators, computer systems analysts, systems engineer, systems software engineer.</p> <p>The Senior Software Engineer, in development of applications software, is responsible for analyzing and refining systems requirements; translating systems requirements into applications prototypes; planning and designing systems architecture; writing, debugging and maintaining code; determining and designing applications architecture; determining output media/formats; designing user interfaces; working with customers to test applications; assuring software and systems quality and functionality; integrating hardware and software components; writing and maintaining program documentation; evaluating new applications software technologies; and/or ensuring the rigorous application of information security/information assurance policies, principles and practices to the delivery of application software services.</p> <p>The Senior Software Engineer, in development of operating systems, is responsible for analyzing systems requirements in response to business requirements, risks and costs; evaluating, selecting, verifying and validating the systems software environment; evaluating, selecting and installing compilers, assemblers and utilities; integrating hardware and software components within the systems environment; monitoring and fine-tuning performance of the systems environment; evaluating new systems engineering technologies and their effect on the operating environment; and/or ensuring that information security/information assurance policies, principles and practices are an integral element of the operating environment.</p> <p>The Senior Software Engineer will possess knowledge and experience in applications software development principles and methods sufficient to participate in the design, development, testing and implementation of new or modified applications software; operating systems installation and configuration procedures; organization's operational environment; software design principles, methods and approaches; principles, methods and procedures for designing, developing, optimizing and integrating new and/or reusable systems components; pertinent government regulations; infrastructure requirements, such as bandwidth and server sizing; database management principles and methodologies, including data structures, data modeling, data warehousing and transaction</p>	This classification requires the possession of a bachelor's degree in an IT-related or Engineering field. Additional qualifying experience may be substituted for the required education on a year-for-year basis.	7	\$158.11

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7	7	Software Engineer	<p>The description is the same as with the Senior Software Engineer, except this Classification functions under general supervision.</p> <p>The Software Engineer, in development of applications software, is responsible for analyzing and refining systems requirements; translating systems requirements into applications prototypes; planning and designing systems architecture; writing, debugging and maintaining code; determining and designing applications architecture; determining output media/formats; designing user interfaces; working with customers to test applications; assuring software and systems quality and functionality; integrating hardware and software components; writing and maintaining program documentation; evaluating new applications software technologies; and/or ensuring the rigorous application of information security/information assurance policies, principles and practices to the delivery of application software services.</p> <p>The Software Engineer, in development of operating systems, is responsible for analyzing systems requirements in response to business requirements, risks and costs; evaluating, selecting, verifying and validating the systems software environment; evaluating, selecting and installing compilers, assemblers and utilities; integrating hardware and software components within the systems environment; monitoring and fine-tuning performance of the systems environment; evaluating new systems engineering technologies and their effect on the operating environment; and/or ensuring that information security/information assurance policies, principles and practices are an integral element of the operating environment.</p> <p>The Software Engineer will possess knowledge and experience in many of the following areas: applications software development principles and methods sufficient to participate in the design, development, testing and implementation of new or modified applications software; operating systems installation and configuration procedures; software design principles, methods and approaches; principles, methods and procedures for designing, developing, optimizing and integrating new and/or reusable systems components; pertinent government regulations; infrastructure requirements, such as bandwidth and server sizing; database management principles and methodologies, including data structures, data modeling, data warehousing and transaction processing; systems engineering concepts and factors such as structured design, supportability, survivability, reliability, scalability and maintainability; optimization concepts and methods; establish and maintain cooperative working relationships with those contacted in the course of the work; and speak and write effectively and prepare effective reports.</p> <p>Experience</p>	This classification requires the possession of a bachelor's degree in an IT-related or Engineering field. Additional qualifying experience may be substituted for the required education on a year-for-year basis.	5	\$134.83
8	8	Technical Writer	<p>A Technical Writer produces technical documentation that helps people understand and use a product or service. This documentation may include but not limited to online help, manuals (system, end-user, training, and instruction), white papers, design specifications, project plans, test plans, business correspondence, how-to-guides, etc. With the rise of e-learning, technical writers are also charged with creating online training for their audience of learners. Technical writers explain technologies, processes, and products in many formats, including print, online, and other electronic means.</p> <p>The Technical Writer will work with internal teams to obtain an in-depth understanding of the product and the documentation requirements; analyze existing and potential documentation content; produce high-quality documentation that meets applicable standards and is appropriate for its intended audience; research, develop, write, edit and proofread complex technical documentation and supporting material for software, hardware, technical procedures, and computer related services; create, maintain and update manuals, procedures, specifications and other documents; create, assimilate, convey, maintain and update technical documents and policies and procedures in a concise and effective manner for a variety of audiences; review, revise, modify and edit documents prepared by others; provide writing, editing and design support to team members; create and maintain the information architecture; write easy-to-understand user interface text, online help and developer guides; create manuals and tutorials to help end-users use a variety of applications; and create, compile and deliver software development documentation packages.</p> <p>The Technical Writer will possess knowledge and experience in message delivery and development; communications; attention to detail; collaboration; data gathering and analysis; planning and prioritization; leveraging technology; excellent clear and concise writing and grammar skills, work independently, deliver accurate documentation under deadline pressure; strong working knowledge of Microsoft Office; requirements analysis; Information Management skills; interview and listening skills; proven working experience in technical writing of software documentation; ability to quickly grasp complex technical concepts and make them easily understandable in text and visuals; reviews and studies blueprints, sketches, drawings, parts lists, specifications, mockups, and product samples to integrate and delineate technology, operating procedure, and production sequence and detail; familiarity of a variety of software programs for the purpose of writing text, creating charts and graphs, and incorporating diagrams and photos in documents; basic familiarity with the SDLC and software development; systems and business analysis and analytical principles, computer scripting, illustration/graphic design, information architecture and design, technical translation, training, e-learning, user interfaces, website design/management, hyper-text markup language (HTML), concepts, techniques and methods, including cost-benefit analysis methods; and knowledge of information technology, e.g. hardware and software.</p>	This classification requires the possession of a bachelor's degree. Additional qualifying experience may be substituted for the required education on a year-for-year basis.	2	\$103.79

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9	9	Information Security Specialist	<p>An Information Security Specialist interprets information security policies, standards and other requirements as they relate to internal information system and coordinates the implementation of these and other information security requirements. The Information Security Specialist redesigns and reengineers internal information handling processes so that information is appropriately protected from a wide variety of problems including unauthorized disclosure, unauthorized use, inappropriate modification, premature deletion, and unavailability.</p> <p>The Information Security Specialist will provide highly specialized experience in one or more information, computer, or network security disciplines (e.g. penetration testing, accreditation, or risk assessment and mitigation); develop system security plans, certification and accreditation reviews; analyze and establish processes for comprehensive systems and data protection; assess and mitigate system security threats and risks; perform security audits, evaluation, risk assessments and make strategic recommendations; and manages, supports, installs and maintains security tools and systems, and tracks security patches and incidents.</p> <p>The Information Security Specialist will possess knowledge and experience in standard methodologies used in certification and accreditation processes; extensive experience following NIST guidelines in risk assessment and management; conducting vulnerability analysis; developing mitigation plans; and performing penetration testing, password protection testing and application security testing.</p> <p>Experience This Classification must have a minimum of five (5) years of experience applying security policies, standards, testing, modification and implementation. At least three (3) years of that experience must be in information security analysis.</p>	This classification requires the possession of a bachelor's degree in an IT-related or Engineering field. Additional qualifying experience may be substituted for the required education on a year-for-year basis.	5	\$176.54
10	10	Senior Enterprise Architect	<p>A Senior Enterprise Architect applies their management skills and specialized functional and technical expertise to support complex projects in applying organizing principles and methods of enterprise architecture. Methods of enterprise architecture include IT business systems development and technical solutions that align with the business process. This is accomplished through requirements analysis, needs assessments, and selection and implementation of integration strategies including lifecycle sustainability.</p> <p>The Senior Enterprise Architect will provide subject matter expertise in industry and have specific knowledge of methods including governance, architect enterprise strategy, enterprise architecture development and management; business process design and re-engineering; investment decision making and support for solution architecture development/management; and support the attainment of business strategy and its alignment with processes and information technology strategy.</p> <p>The Senior Enterprise Architect must have experience end-end solution in infrastructure (compute, storage, and network) and application-level experience in delivering a complete solution for on-premises, cloud or in hybrid environment. The Senior Enterprise Architect will possess knowledge and technical expertise in standards and technologies to support complex business analysis, solution selection, systems architecture, and application integration.</p> <p>Experience This Classification must have a minimum of seven (7) years of applying Enterprise Architecture principles. At least five (5) years of that experience must be in a lead capacity.</p>	This classification requires the possession of a bachelor's degree in an IT-related or Engineering field. Additional qualifying experience may be substituted for the required education on a year-for-year basis.	7	\$207.58
11	11	Enterprise Architect	<p>An Enterprise Architect applies functional and technical expertise to support complex projects in applying organizing principles and methods of enterprise architecture. Methods of enterprise architecture include IT business systems development and technical solutions that align with the business process. This is accomplished through requirements analysis, needs assessments, and selection and implementation of integration strategies including lifecycle sustainability.</p> <p>Enterprise Architects provide subject matter expertise in industry and have specific knowledge of methods including governance, architect enterprise strategy, enterprise architecture development, business process design and re-engineering, investment decision making and support for solution architecture development. They support the attainment of business strategy and its alignment with processes and information technology strategy.</p> <p>An Enterprise Architect possesses knowledge and technical expertise in standards and technologies to support complex business analysis, solution selection, systems architecture, and application integration.</p> <p>Experience This Classification must have a minimum of five (5) years of applying Enterprise Architecture principles. At least three (3) years of that experience must be in a lead capacity.</p>	This classification requires the possession of a bachelor's degree in an IT-related or Engineering field. Additional qualifying experience may be substituted for the required education on a year-for-year basis.	5	\$189.15

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12	12	Technical Architect	<p>A Technical Architect will serve as the manager of complex technology implementations, with an eye toward constant reengineering and refactoring to ensure the simplest and most elegant system possible to accomplish the desired need; understand how to maximize leverage of the open source community to deploy systems on Infrastructure as a Service (IaaS) providers; be comfortable sharing knowledge across a multi-disciplinary team and working within various methodologies; and be a full partner in the determination of vision, objectives, and success criteria.</p> <p>The Technical Architect will architect the overall system by using prototyping and proof of concepts, which may include: modern programming languages (e.g., Ruby, Python, Node.js) and web frameworks (e.g., Django, Rails), modern front-end web programming techniques (e.g., HTML5, CSS3, RESTful APIs) and frameworks (e.g., Twitter Bootstrap, jQuery), relational databases (e.g., PostgreSQL), and "NoSQL" databases (e.g., Cassandra, MongoDB), automated configuration management (e.g., Chef, Puppet, Ansible, Salt), continuous integration/deployment, and continuous monitoring solutions; use version control systems (e.g., Git and GitHub); ensure strategic alignment of technical design and architecture to meet business growth and direction, and stay on top of emerging technologies; decompose business and system architecture to support clean-interface multi-team development; develop product roadmaps, backlogs, and measurable success criteria, and write user stories (i.e., can establish a path to delivery for breaking down stories) and clearly communicate and work with stakeholders at every level.</p> <p>The Technical Architect will possess knowledge and experience in analyses and development of conceptual designs and detail designs; developing JBOSS Messaging and connectivity with Spring-JMS connectivity; designing DB schema as per the requirements and in sync with the old system; implementing the daily and weekly jobs that interact with external interfaces; coordinating with business stakeholders to understand their requirements; communicate with cross-divisional personnel at both team and executive levels to understand performance measurement methodologies; and direct team members in compiling business requirements and executing project milestones.</p> <p>Experience This classification must have a minimum of eight (8) years of experience in systems development, analysis, programming or testing.</p>	This classification requires the possession of a bachelor's degree in an IT-related or Engineering field. Additional qualifying experience may be substituted for the required education on a year-for-year basis.	8	\$186.24
13	13	Visual Designer	<p>A Visual Designer develops a deep understanding of the goals of customers and their business needs; will be versed in all aspects of current visual design standards and trends and will be responsible for managing project design reviews, resource planning, and execution for all project work related to visual design; and oversees all visual design efforts.</p> <p>The Visual Designer will guide, mentor, and coach team members while leading projects to successful completion; develop and maintain relationships with key peers in Marketing, Branding, UX leaders, IT leaders, and others to identify and plan creative solutions; manage external service resources and budgets for visual design; ensure successful completion of all work executed by the team (on time, on budget, and ensuring quality); ensure compliance with the project management methodologies and the Project Management Office processes and standards; develop, maintain, and ensure compliance of application release management, outage management and change control processes and standards; Defines, creates, communicates, and manages resource plans and other required project documentation such as style guides and provides updates as necessary.</p> <p>The Visual Designer will possess knowledge and experience in developing requirements with clients; designing products using design software; good interdisciplinary collaboration and communication skills; work with team members to solve problems through analysis of existing systems and processes; work on full lifecycle projects from requirements gathering through design, implementation and rollout; flexibility to be creative and have an impact on designs within the general boundaries of clients expectations; work on highly interactive custom web and mobile front-ends as well as full desktop applications; ability to visualize and create high level aesthetic product designs; industrial design tools, sketching tools, Photoshop, Illustrator, rendering software (Keyshot), and 3D modeling software and exceptional follow through and organizational skills.</p> <p>Experience This classification must have a minimum of three (3) years of experience in project and product design, visual design standards, and visual design software and trends.</p>	This classification requires the possession of a bachelor's degree in Graphic Design, Graphic Arts, or related field. Additional qualifying experience may be substituted for the required education on a year-for-year basis.	3	\$127.07

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14	14	Front End Web Developer / Engineer	<p>A Front-End Web Developer uses modern, front end web development tools, techniques, and methods for the creation and deployment of user-facing interfaces and is comfortable working in an environment to routinely deploy changes.</p> <p>The Front-End Web Developer will perform front end web development and frontend configuration capabilities for SaaS technologies using modern techniques and frameworks (e.g., HTML5, CSS3, CSS frameworks like LESS and SASS, Responsive Design, Bourbon, Twitter Bootstrap); perform JavaScript development using modern standards, including strict mode compliance, modularization techniques and tools, and frameworks and libraries (e.g., jQuery, MV* frameworks such as Backbone.js and Ember.js, D3); develop and consumes web-based RESTful APIs; work in team environments that use various methodologies (e.g., Scrum, Lean); use version control systems (e.g., Git and GitHub); ensure Section 508 Compliance; research and learn new programming tools and techniques; work with open source solutions and community; create web layouts from static images; and create views and templates in full-stack frameworks like Rails, Express, or Django.</p> <p>Front-End Web Developers will possess knowledge and experience in working on new and existing micro-sites, landing pages, and templates and provide guidance and troubleshooting support to clients; show skills such as presenting completed HTML and CSS mobile and desktop mockups to clients, fixing front end related bug issues on existing client website and HTML prototypes, and expertise in several programming languages, such as HTML5, W3C, JavaScript and CSS3.</p> <p>Experience This classification must have a minimum of four (4) years of experience in front end web development tools, techniques and methods for user-facing interfaces.</p>	This classification requires the possession of a bachelor's degree in an IT-related or Engineering field. Additional qualifying experience may be substituted for the required education on a year-for-year basis.	4	\$129.01
15	15	Back End Web Developer / Engineer	<p>A Back End Web Developer uses modern, open-source software to prototype and deploy back end web applications, including all aspects of server-side processing, data storage, and integration with front end development.</p> <p>The Back End Web Developer will perform web development using open-source web programming languages (e.g., Ruby, Python), SaaS technologies and frameworks (e.g., Django, Rails); develop and consume web-based, RESTful APIs; work in team environments that use various methodologies (e.g., Scrum, Lean); author developer-friendly documentation (e.g., API documentation, deployment operations); test-driven development techniques; use version control systems (e.g., Git and GitHub); research and learn new programming tools and techniques; develop relational and non-relational database systems; develop scalable search technology (e.g. ElasticSearch, Solr) to handle large data sets and scaling their handling and storage; work with open source solutions and community; and communicate technical concepts to a non-technical audience.</p> <p>Back End Web Developers will possess knowledge and experience in ability to translate technical work into user-friendly visuals; working on the back-end coding while staying plugged into emerging technologies and trends to ensure that the website is current and well maintained at all times; have a solid understanding of how web applications work including security, session management, and best development practices; programming skills HTML/CSS, security knowledge, and session management; and knowledge in one of the following programming languages: PHP, ASP.NET, JavaScript, Python or Ruby on Rails.</p> <p>Experience This classification must have a minimum of four (4) years of experience in back-end web applications, open-source web programming languages and frameworks, emerging technologies and trends, and best development practices.</p>	This classification requires the possession of a bachelor's degree in an IT-related or Engineering field. Additional qualifying experience may be substituted for the required education on a year-for-year basis.	4	\$130.95
16	16	DevOps Engineer	<p>A DevOps Engineer serves as the engineer of complex technology implementations in a product-centric environment; is comfortable with bridging the gap between legacy development or operations teams and working toward a shared culture and vision; and works to arm developers with the best tools and ensuring system uptime and performance.</p> <p>The DevOps Engineer will deploy and configure services using infrastructure as a service (IaaS) providers (e.g., Amazon Web Services, Microsoft Azure, Google Compute Engine, RackSpace/OpenStack); configure and manage Linux-based servers to serve a dynamic website; debug cluster-based computing architectures; use scripting or basic programming skills to solve problems; install and manage open source monitoring tools; use configuration management tools (e.g., Puppet, Chef, Ansible, Salt); Develop architecture for continuous integration and deployment, and continuous monitoring; and use containerization technologies (e.g., LXC, Docker, Rocket).</p> <p>DevOps Engineers will possess knowledge and experience in deployment and network operations, or systems administration including scripting, coding and development that focuses on improving the planning, testing and deployment; skill in configuring Linux Slackware web servers; creating custom HTML, CSS, JavaScript, Java, and C code; developing applications for Android systems; and familiarity with coding and automation tools.</p> <p>Experience This classification must have a minimum of five (5) years of experience in complex technology implementations in a product-centric environment.</p>	This classification requires the possession of a bachelor's degree in an IT-related or Engineering field. Additional qualifying experience may be substituted for the required education on a year-for-year basis.	5	\$156.17

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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)
17	17	Security Engineer	<p>A Security Engineer serves as the security engineer of complex technology implementations in a product-centric environment; is comfortable with bridging the gap between legacy development or operations teams and working toward a shared culture and vision; works to ensure developers create the most secure systems while enhancing the privacy of all system users; and has experience with white-hat hacking and fundamental computer science concepts.</p> <p>The Security Engineer will perform security audits, risk analysis, application-level vulnerability testing, and security code reviews; develop and implement technical solutions to help mitigate security vulnerabilities; and conduct research to identify new attack vectors.</p> <p>Security Engineers will possess knowledge and experience in safeguarding sensitive data from cyber-attacks.</p> <p>Experience This classification must have a minimum of seven (7) years of experience with developing and implementing technical solutions to help mitigate security vulnerabilities.</p>	<p>This classification requires the possession of a bachelor's degree in an IT-related or Engineering field. Additional qualifying experience may be substituted for the required education on a year-for-year basis.</p>	7	\$165.87
18	18	Delivery Manager	<p>A Delivery Manager facilitates teams for successful delivery by removing obstacles (or blockers to progress), constantly helping teams become more self-organizing, and enabling the work teams do rather than impose how it's done; manages one or more projects, typically to deliver a specific product or transformation via a multi-disciplinary, high-skilled digital team; is adept at delivering complex digital projects, breaking down barriers to the team, and both planning at a higher level and getting into the detail to ensure deliverables happen when needed; and defines project needs and feeds these into the portfolio/program process to enable resources to be appropriately allocated.</p> <p>The Delivery Manager will deliver projects and products using the appropriate project management methodology, learning &amp; iterating frequently; work with the Product Manager to define the roadmap for any given product and translate this into user stories; lead the collaborative, dynamic planning process prioritizing the work that needs to be done against the capacity and capability of the team; matrix-manage a multi-disciplinary team; ensure all products are built to an appropriate level of quality for the stage (alpha/beta/production); and actively and openly share knowledge of best practices.</p> <p>The Delivery Manager will possess knowledge and experience in analyzing critical situations with the customer and utilizing data to troubleshoot production environments and solve issues.</p> <p>Experience This classification must have a minimum of five (5) years of experience utilizing various project management methodologies, planning processes and matrix-managing a multi-disciplinary team.</p>	<p>This classification requires the possession of a bachelor's degree. Additional qualifying experience may be substituted for the required education on a year-for-year basis.</p>	5	\$187.21
19	19	Agile Coach	<p>An Agile Coach transforms initiatives to deliver lasting change within agencies that focus on delivering value and outcomes for residents. This role often works closely with scrum masters, product managers, and program leaders. Agile coaches enable teams to deliver products and services across an organization or organizations. Coaches may be required to work across levels including: at the team level, working with teams to ensure that delivery teams within agencies are adopting agile practices and tools while performing effectively; at the portfolio or program level, to help agencies to establish the right processes for managing a portfolio of work in an agile way; at the organization level, to drive strategic change across the organization and ensure that adoption of agile techniques is embedded from the most senior levels of the organization; or across all levels to ensure that organizations adopt a pragmatic approach to the way in which they govern delivery and continuous improvement of digital services.</p> <p>The Agile Coach will embed an agile culture using techniques from a wide range of agile and lean methodologies and frameworks but be methodology agnostic. They should be able to understand waterfall approaches to be able to teach and enable agile ways of working. They help to create an open and trust-based environment by establishing feedback loops within the team and across disciplines, which enables a focus on outcomes, delivery and facilitates continuous improvement. They help coach the team through different phases of the delivery product life cycle; assess the culture of a team or organization and delivery processes in place to identify improvements and facilitate these improvements with the right type of support; showcase relevant tools and techniques such as coaching, advising, workshops, and mentoring. They maintain cadence of delivery by managing relationships between people and across teams, engage with stakeholders at all levels of the organization; develop clear lines of escalation, in agreement with senior managers; ensure any stakeholder can easily find out an accurate and current project or program status, without disruption to delivery; work effectively with other suppliers and agencies; apply best tools and techniques to: team roles, behaviors, structure and culture, agile ceremonies and practices, knowledge transfer and sharing, program management, cross-team coordination, and overall governance of digital service delivery; ensure key metrics and requirements that support the team and delivery are well defined and maintained; equip staff with the ability to coach others; and executive coaching on the fundamental considerations of digital service delivery design.</p> <p>The Agile Coach will possess knowledge and experience in focusing primarily on training the teams to write good user stories; prioritization of the work based on business value and handling of the tasks by the team; and placing substantial efforts on team member role training, time-boxing and providing strong metrics for all players.</p> <p>Experience This classification must have a minimum of six (6) years of experience in creating and implementing an agile</p>	<p>This classification requires the possession of a bachelor's degree in an IT-related, project management, leadership, communications, or Engineering field. Additional qualifying experience may be substituted for the required education on a year-for-year basis. Also requires the possession of certification in Agile Coach.</p>	6	\$182.36

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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)
20	20	Analyst	<p>An Analyst is familiar with a range of digital/web services and solutions, ideally where open source and cloud technologies and various development methodologies have been applied; has an eye for detail, excellent communication skills, and ability to rationalize complex information to make it understandable for others to work; and ability to interrogate reported information and challenge sources where inconsistencies are found.</p> <p>The Analyst will support agencies by analyzing propositions and assessing decision-making factors such as strategic alignment, cost/benefit, and risk; work closely with the Product Manager to define a product approach to meet user needs; define skill requirements and map internal, agency, and external (partners/specialist contractors) resources; work with the owning agency to ensure they have the budget to cover the proposed approach and resource requirements during delivery and analyze what provision they have for ongoing running costs; analyze and map the risks of this product approach and propose mitigation solutions; define how the predicted user and financial benefit can be realized, and how channel shift will be measured; and make a recommendation for action against the analysis done.</p> <p>The Analyst will possess knowledge and experience in ensuring enhanced processes and services are technically, operationally, and legally supported by analyzing and compiling requirements and solidifying successful implementation; strengthening risk mitigation techniques and improved process efficiencies while meeting stringent regulatory requirements; developing, coordinating, and implementing methodology and scope for multiple complex projects; strong analytical and research techniques to identify gaps and inconsistencies within current measurement tools, allowing development of improved and cost-effective models; and performing requirements analysis, documentation and quality assurance for each deliverable.</p> <p style="text-align: center;">Experience</p> <p>This Classification must have a minimum of five (5) years of experience applying analytical processes on IT projects. At least three (3) years of that experience must have been in systems analysis and design.</p>	This Classification requires the possession of a bachelor's degree. Additional qualifying experience may be substituted for the required education on a year-for-year basis.	5	\$145.50
21	21	Digital Performance Analyst	<p>A Digital Performance Analyst specifies, collects, and presents key performance data and analysis for a given digital service; supports Product Managers by generating new and useful information and translating it into actions that will allow them to iteratively improve their service for users; possesses analytical and problem-solving skills necessary for quickly developing recommendations based on the quantitative and qualitative evidence gathered via web analytics, financial data, and user feedback; is confident in explaining technical concepts to senior officials with limited technological background; and is comfortable working with data, from gathering and analysis through to design and presentation.</p> <p>A Digital Performance Analyst will support the Product Manager to make sure their service meets performance requirements; communicate service performance against key indicators to internal and external stakeholders; ensure high-quality analysis of agency transaction data; support the procurement of the necessary digital platforms to support automated and real-time collection and presentation of data; share examples of best practice in digital performance management across government; and identify delivery obstacles to improving transactional performance in agencies and working with teams to overcome those obstacles.</p> <p>A Digital Performance Analyst will possess knowledge and experience in analyzing investment activities; evaluating investment projects and objectives; and performing detailed analyses of portfolios, and creating reports that summarize factors like peer rankings, portfolio positioning, attributes performance, and quantified risks.</p> <p style="text-align: center;">Experience</p> <p>This classification must have a minimum of four (4) years of experience identifying, collecting and presenting performance data and analysis to ensure and improve service performance.</p>	This classification requires the possession of a bachelor's degree in an IT-related or Engineering field. Additional qualifying experience may be substituted for the required education on a year-for-year basis.	4	\$143.56

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22	22	Data Analyst	<p>A Data Analyst supports the organization by translating business initiatives and goals into analytical questions, identifying critical metrics, conducting analysis, and developing reporting. Additionally, they will help identify relevant datasets, contribute to data transformations, clean data, and conduct exploratory and statistical analyses to identify, analyze, and interpret trends or patterns in complex datasets.</p> <p>A Data Analyst must be able to work with subject matter experts across programs, divisions, policy areas, and levels of knowledge. A Data Analyst must be able to derive insights that advance the business needs and that are actionable by the client. They must be able to articulate and present these insights in ways that the client understands and is able to take action on. They must be comfortable starting with ill-defined datasets and problems and helping stakeholders to unpack what will be most helpful and achievable given the data available.</p> <p>The Data Analyst must also be an effective data storyteller with a strong background in written and oral communications and a demonstrated ability to translate complex concepts into actionable insights.</p> <p>They work with structured data of various kinds and sizes in databases or spreadsheets, using scripting languages and/or SQL to manipulate data. They should be familiar with data modelling concepts and be able to shape and reshape data as needed. A Data Analyst will also create visualizations, reports, and present findings, using business intelligence applications, spreadsheets, or code.</p> <p>A Data Analyst also contributes to defining data quality needs to support analysis and should be proficient in profiling data to support data quality definitions. They may need to implement quality monitoring or work with others to do so and should be able to communicate the impact of data quality on analyses.</p> <p>They may work with other data analysts, data scientists, data modelers, business intelligence analysts, and data engineers to define requirements to implement more complex ongoing analysis (e.g., analyses on big datasets or real time data).</p> <p>They may be required to create documentation and provide training to inform stakeholders and cultivate data literacy within the organization.</p> <p>Experience</p> <p>This Classification must have a minimum of two (2) years of experience as a data analyst or in other quantitative analysis or engineering disciplines, such as researcher, data engineer or BI analyst.</p>	This classification requires the possession of a bachelor's degree in an IT-related or Engineering field. Additional qualifying experience may be substituted for the required education on a year-for-year basis.	2	\$132.89
23	23	Senior Data Analyst	<p>A Senior Data Analyst leads work to enable stakeholders across the organization by translating initiatives and goals into analytical questions, identifying critical metrics, conducting analysis, developing reporting, and leading efforts to uncover levers that could improve decision making and program outcomes. Additionally, they will work with staff to identify relevant datasets, contribute to data transformations, clean data, and conduct exploratory and statistical analyses to identify, analyze, and interpret trends or patterns in complex datasets.</p> <p>A Senior Data Analyst must be able to work with subject matter experts across programs, divisions, policy areas, and levels of knowledge. A Data Analyst must be able to derive insights that advance the needs and that are actionable by the client. They must be able to articulate and present these insights in ways that the client understands and is able to take action on. They must be comfortable starting with ill-defined datasets and problems and helping stakeholders to unpack what will be most helpful and achievable given the data available.</p> <p>The Senior Data Analyst must also be an effective data storyteller with a strong background in written and oral communications and a demonstrated ability to translate complex concepts into actionable insights.</p> <p>They work with structured data of various kinds and sizes in databases or spreadsheets, using scripting languages and/or SQL to manipulate data. They should be familiar with data modelling concepts and be able to shape and reshape data as needed. A Senior Data Analyst will also create visualizations, reports, and present findings, using business intelligence applications, spreadsheets, or code. They will also provide mentorship, expertise and feedback to other analysts and help establish standards for analytical work.</p> <p>A Senior Data Analyst also informs the organization of data quality challenges and can recommend interventions (technical, policy or organizational) for maintaining necessary quality to support analysis. They have competencies to work across different aspects of projects to inform how data is captured, stored and managed to enable manipulation and analysis. They may need to implement quality monitoring or work with others to do so and should be able to communicate the impact of data quality on analyses.</p> <p>They may work with data scientists, data modelers, business intelligence analysts, and data engineers to define requirements to implement more complex ongoing analysis (e.g., analyses on big datasets or real time data).</p> <p>They may be required to create documentation and provide training to inform stakeholders and cultivate data literacy within the organization.</p> <p>Experience</p> <p>This Classification must have a minimum of five (5) years of experience as a data analyst or in other quantitative analysis or related disciplines, such as researcher, data engineer or BI analyst.</p>	This classification requires the possession of a bachelor's degree. Additional qualifying experience may be substituted for the required education on a year-for-year basis.	5	\$159.08

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24	24	Geospatial Engineer	<p>A Geospatial Engineer prepares analyses of spatial data, including but not limited to static maps, interactive maps, and other derived spatial data products. They share core competencies of a Data Analyst but will be more specialized working with spatial data and best practices around spatial visualization.</p> <p>A Geospatial Engineer must be able to work with subject matter experts across programs, divisions, policy areas, and levels of knowledge. The position may benefit from specific domain knowledge to synthesize data into actionable insights based on the program's need. Distinct from a data analyst, the Geospatial Engineer will be expected to hold expertise on working with spatial data and be able to leverage that expertise with stakeholders. They must be comfortable starting with ill-defined datasets and problems and helping stakeholders to unpack what will be most helpful and achievable given the data available.</p> <p>A Geospatial Engineer must be able to translate business value goals into usable and useful maps, visuals, and underlying data models that support them. They work with structured data of various kinds and sizes in databases, GIS, or spreadsheets, using scripting languages, SQL and/or GIS to manipulate data. They have competencies to work across different aspects of projects to inform how data is captured, stored and managed to enable manipulation and analysis. A Geospatial Engineer will also create visualizations, reports, and present findings, using GIS or code.</p> <p>They should be comfortable working with a range of statistical and analytical techniques using spatial and non-spatial data. They will demonstrate strong spatial analysis skills that could include but not be limited to: spatial aggregations and joins, neighborhood analysis (nearest neighbor, k-function, etc.), and raster analysis.</p> <p>A Geospatial Engineer may need to develop strategies for working with real time and/or big spatial datasets depending on the organization's needs. They may need to work with other analysts, data scientists, data engineers, data modelers and IT staff for more complex ongoing analyses that require live access to data but should be proficient enough to prototype and define those needs with staff.</p> <p>A Geospatial Engineer must be able to work with modern open source (GRASS, QGIS, etc.) or proprietary ESRI GIS toolsets as required to perform complex spatial data analysis to support program objectives. They should be proficient in the use of current and popular commercial low code / no code cloud GIS tools (ArcGIS Online, etc.). Experience in Extract/Load/Transform (ETL) Tools, Data Interoperability best practices, Digitizing techniques, geographic standards, and coordinate systems, Cartographic design principles, Raster and vector data creation and editing, Experience in Geo-referencing, geoprocessing, and geocoding techniques and methods. Experience with 3D corridors and surface models, Linear referencing, Publication and incorporation of web mapping services. Experience in Python. Ability to convert multiple data formats to spatial data. They may be required to create documentation and provide training to inform stakeholders and cultivate data literacy within the organization.</p> <p>Experience</p> <p><b>This Classification must have a minimum of three (3) years of experience in geospatial analysis using GIS or</b></p>	This classification requires the possession of a bachelor's degree. Additional qualifying experience may be substituted for the required education on a year-for-year basis.	3	\$137.74
25	25	Geospatial Application Developer	<p>Business Intelligence (BI) Analyst is responsible for preparing dashboards, charts, and other statistics/information from compiled datasets for use by decision makers, the public and other stakeholders. A BI Analyst enables program leaders and stakeholders with accurate and timely data to support decision-making, using a BI platform or framework to implement. They share core competencies with a data analyst but specialize in implementing analyses in the context of a BI framework.</p> <p>A BI Analyst must be able to work with subject matter experts across programs, divisions, policy areas, and levels of knowledge. They must be comfortable starting with ill-defined datasets and problems and helping stakeholders to unpack what will be most helpful and achievable given the data available. Essential to this work is the development and standardization of Key Performance Indicators (KPIs) that are relevant to tracking a program or State organization's success.</p> <p>A BI Analyst must be able to translate business value goals into usable and useful visualizations and underlying data models that support decision-making. They work with structured data of various kinds and sizes in databases, warehouses or spreadsheets, and must have strong SQL skills and be able to work in one or multiple BI frameworks depending on need (Power BI, Tableau, Looker, etc.) They should be fluent in data modelling concepts and tools. Experience and comfort with data manipulation in other languages (Python, R, Scala, etc.) is helpful, but not always required.</p> <p>A BI Analyst must be able to design user-centered dashboards and visualizations and use best practices for user interaction and interface design. They may work with other design professionals (interface designers, user researchers, etc.) to solicit feedback and improve BI products (dashboards, reports, metrics, etc.)</p> <p>They may work with other analysts, data scientists, data modelers, data engineers, and warehouse architects to implement more complex data models, but ideally are capable of prototyping to assist in that work. They may also need to work with IT staff to design and implement secure and sustainable paths for data access from systems to support timely dashboards.</p> <p>They may be required to create documentation and provide training to inform stakeholders and cultivate data literacy within the organization.</p> <p>Experience</p> <p><b>This Classification must have a minimum of two (2) years of experience in data analysis, with minimum six (6) months of that experience developing business intelligence reports.</b></p>	This classification requires the possession of a bachelor's in geography or IT, or an advanced degree (master's or PhD) in geography or IT. Also requires the possession of certification in geospatial technologies, including, but not limited to GISP. Additional qualifying experience may be substituted for the required bachelor's in geography or IT, or an advanced degree (master's or PhD) in geography or IT on a year-for-year basis.	3	\$160.05

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26	26	Business Intelligence Analyst	<p>A Data Scientist is responsible for analyzing, processing, and modeling data and then communicating the results to inform actionable plans and decisions for the organization. A Data Scientist will need to be able to exercise judgement on selecting the most appropriate method(s) to the analytical question and supporting data. They should be skilled at translating methods to a lay audience.</p> <p>They understand the constraints of datasets and are involved in identifying relevant data sources. They are fluent in one or more data manipulation programming languages (e.g., R, Python, Scala, etc.) They are proficient at working with structured and unstructured datasets of varying sizes and complexity, with experience working in big data management and data mining.</p> <p>They need to be able to organize, clean, and transform data into usable formats in order to apply the appropriate statistical models or algorithms. They are proficient at automating data collection and preprocessing of data. They also will do analysis, including ad-hoc analysis, looking for trends and patterns across large and multiple datasets, answering specific questions, and developing and validating hypotheses. In the course of doing exploratory data analysis and sharing findings they will create visualizations and charts to further understand and communicate insights and to identify underlying data issues (missing data, poor quality, etc.) that may constrain or influence the interpretation of results. They will need to present findings to key stakeholders and demonstrate relevant domain knowledge.</p> <p>They will develop, test, and implement predictive and machine-learning models and algorithms using a mix of statistical and machine learning approaches.</p> <p>They may need to work with data engineers, data modelers, business intelligence analysts and IT staff to set up more complex ongoing analyses that feed dashboards or other data products.</p> <p>They may be required to create documentation and provide training to inform stakeholders and cultivate data literacy within the organization.</p> <p>Experience</p> <p>This Classification must have a minimum of three (3) years of relevant experience in mathematical modeling, statistical analysis, machine learning, AB testing, or data science in an applied context using statistical programming languages, SQL, and other scripting and statistical tools as well as proficiency in one or more visualization tools</p>	This classification requires the possession of a bachelor's degree in GIS, computer science, IT, engineering or related field. Additional qualifying experience may be substituted for the required education on a year-for-year basis.	2	\$160.05
27	27	Data Scientist	<p>A Senior Data Scientist is responsible for analyzing, processing, and modeling data and then communicating the results to inform actionable plans and decisions for the organization. A Senior Data Scientist will need to be able to exercise judgement on selecting the most appropriate method(s) to the analytical question and supporting data. They should be skilled at translating methods to a lay audience.</p> <p>They understand the constraints of datasets and are involved in identifying relevant data sources. They are fluent in one or more data manipulation programming languages (e.g., R, Python, Scala, etc.) They are proficient at working with structured and unstructured datasets of varying sizes and complexity, with experience working in big data management and data mining.</p> <p>They need to be able to organize, clean, and transform data into usable formats in order to apply the appropriate statistical models or algorithms. They are proficient at automating data collection and preprocessing of data. They also will do analysis, including ad-hoc analysis, looking for trends and patterns across large and multiple datasets, answering specific questions, and developing and validating hypotheses. In the course of doing exploratory data analysis and sharing findings they will create visualizations and charts to further understand and communicate insights and to identify underlying data issues (missing data, poor quality, etc.) that may constrain or influence the interpretation of results. They will need to present findings to key stakeholders and demonstrate relevant domain knowledge.</p> <p>They will develop, test, and implement predictive and machine-learning models and algorithms using a mix of statistical and machine learning approaches.</p> <p>They will manage and mentor other more junior data scientists and are distinguished from Data Scientists both in years of experience and by providing leadership in introducing new methods and supporting infrastructure.</p> <p>They may need to work with data engineers, data modelers, business intelligence analysts and IT staff to set up more complex ongoing analyses that feed dashboards or other data products.</p> <p>Experience</p> <p>This Classification must have a minimum of five (5) years of relevant experience in mathematical modeling, statistical analysis, machine learning, AB testing, or data science in an applied context using statistical programming languages, SQL, and other scripting and statistical tools as well as proficiency in one or more visualization tools.</p>	This classification requires the possession of a bachelor's degree. Additional qualifying experience may be substituted for the required education on a year-for-year basis.	3	\$169.75

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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)
28	28	Senior Data Scientist	<p>A Senior Data Scientist is responsible for analyzing, processing, and modeling data and then communicating the results to inform actionable plans and decisions for the organization. A Senior Data Scientist will need to be able to exercise judgement on selecting the most appropriate method(s) to the analytical question and supporting data. They should be skilled at translating methods to a lay audience.</p> <p>They understand the constraints of datasets and are involved in identifying relevant data sources. They are fluent in one or more data manipulation programming languages (e.g., R, Python, Scala, etc.) They are proficient at working with structured and unstructured datasets of varying sizes and complexity, with experience working in big data management and data mining.</p> <p>They need to be able to organize, clean, and transform data into usable formats in order to apply the appropriate statistical models or algorithms. They are proficient at automating data collection and preprocessing of data. They also will do analysis, including ad-hoc analysis, looking for trends and patterns across large and multiple datasets, answering specific questions, and developing and validating hypotheses. In the course of doing exploratory data analysis and sharing findings they will create visualizations and charts to further understand and communicate insights and to identify underlying data issues (missing data, poor quality, etc.) that may constrain or influence the interpretation of results. They will need to present findings to key stakeholders and demonstrate relevant domain knowledge.</p> <p>They will develop, test, and implement predictive and machine-learning models and algorithms using a mix of statistical and machine learning approaches.</p> <p>They will manage and mentor other more junior data scientists and are distinguished from Data Scientists both in years of experience and by providing leadership in introducing new methods and supporting infrastructure. They may need to work with data engineers, data modelers, business intelligence analysts and IT staff to set up more complex ongoing analyses that feed dashboards or other data products.</p> <p>Experience</p> <p>This Classification must have a minimum of five (5) years of relevant experience in mathematical modeling, statistical analysis, machine learning, AB testing, or data science in an applied context using statistical programming languages, SQL, and other scripting and statistical tools as well as proficiency in one or more visualization tools.</p>	<p>This classification requires the possession of a master's degree or higher in economics, statistics, math, engineering, science, social science, data science or other quantitative focused field. Additional two (2) years of qualifying experience may be substituted for the required education along with demonstrated completion of training, bootcamps, or supplemental coursework in mathematical modeling, statistical analysis, and machine learning methods.</p>	5	\$194.00
29	29	Data Engineer	<p>A Data Engineer supports the inventorying, gathering, cleaning, processing, and programming of automated datasets and data pipelines for use by analysts and others. They are also concerned with clear documentation and work with analysts and others to ensure the output datasets are well-defined for use.</p> <p>A Data Engineer must be able to work with analysts and subject matter experts to define and build requirements for automated datasets, including but not limited to defining business transformations, validation rules, and frequency of updates. The ability to map the requirements on to an efficient and sustainable solution is necessary. Expertise in modern ETL/ELT (Extract Transform Load / Extract Load Transform), data profiling, and other data quality tools and approaches is required.</p> <p>A Data Engineer may also be involved in the identification of datasets with lines of business, particularly around a project or program need. They may be involved in helping to make a catalog of raw datasets accessible to analysts, data scientists and others for more exploratory analysis to inform the development of data products and services. They will need to work closely with analysts, data scientists, data modelers, warehouse architects, and IT staff to design and implement proposed solutions and architectures that meet business needs.</p> <p>A Data Engineer should be fluent in one or more data manipulation languages with an emphasis on frameworks appropriate for production code and depending on need (e.g., Java, Scala, Python, Advanced SQL, etc.) They should also be able to implement data automations within existing frameworks as opposed to writing one off scripts. While they should have proficiency in code, they should also be comfortable implementing in low-code ETL/ELT platforms if that is the more sustainable approach for the organization. Experience to data engineering in Google Cloud, Amazon Web Services, and/or Microsoft Azure.</p> <p>Experience</p> <p>This Classification must have a minimum of two (2) years of relevant experience in authoring and monitoring data pipelines.</p>	<p>This classification requires the possession of a master's degree or higher in economics, statistics, math, engineering, science, social science, data science or other quantitative focused field. Additional two (2) years of qualifying experience may be substituted for the required education along with demonstrated completion of training, bootcamps, or supplemental coursework in mathematical modeling, statistical analysis, and machine learning methods.</p>	2	\$139.68

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30	30	Senior Data Engineer	<p>A Senior Data Engineer leads the inventorying, gathering, cleaning, processing, and programming of automated datasets for use by analysts and others. They may work with other data engineers and act as mentor, expert, and project manager to implement data engineering projects. They are concerned with establishing standard practices that enable continuous improvement and data operations, including but not limited to documentation, tooling, and project intake, prioritization, and management.</p> <p>A Senior Data Engineer must be able to work with analysts and subject matter experts to define and build requirements for automated datasets, including but not limited to defining business transformations, validation rules, and frequency of updates. The ability to map the requirements on to an efficient and sustainable solution is necessary. Expertise in modern ETL/ELT (Extract Transform Load / Extract Load Transform), data profiling, and other data quality tools and approaches is required.</p> <p>A Senior Data Engineer may also be involved in the identification of datasets with lines of business, particularly around a project or program need. They may be involved in helping to make a catalog of raw datasets accessible to analysts, data scientists and others for more exploratory analysis to inform the development of data products and services. They will need to work closely with analysts, data modelers, warehouse architects, and IT staff to design and implement proposed solutions and architectures that meet business needs.</p> <p>A Senior Data Engineer should be fluent in one or more data manipulation languages with an emphasis on frameworks appropriate for production code and depending on need (e.g., Java, Scala, Python, Advanced SQL, etc.). They should also be able to implement data automations within existing frameworks as opposed to writing one off scripts. They may spend less time on writing code or constructing pipelines as they will lead on ensuring work products meet quality standards through a mix of methods including but not limited to peer review, pair programming, and automated testing. This is dependent on program needs and complexity of projects. While they should have proficiency in code and best practices in engineering management, they should also be comfortable implementing in low-code ETL/ELT platforms if that is the more sustainable approach for the organization. Experience to data engineering in Google Cloud, Amazon Web Services, and/or Microsoft Azure. Experience</p> <p>This Classification must have a minimum of four (4) years of relevant experience in authoring and monitoring data pipelines.</p>	<p>This classification requires the possession of a bachelor's or advanced degree (master's or PhD) in computer science, engineering, information systems, math or technology-related field. Additional qualifying experience may be substituted for the required education on a year-for-year basis. Successful completion of a data engineering bootcamp plus an additional year of experience may be substituted for the degree requirement.</p>	4	\$163.93
31	31	Data Modeler	<p>A Data Modeler designs and implements data modeling solutions using relational, dimensional, and NoSQL databases depending on need. They work closely with data architects to design databases or data warehouses using a mixture of conceptual, physical, and logical data models. They are concerned with models that can improve the interoperability of data among systems and improve the performance of underlying data queries and data movement that feed applications.</p> <p>A Data Modeler must be able to work with subject matter experts across programs, divisions, policy areas, and levels of knowledge. They must lead working groups and stakeholder meetings for data specifications and know the appropriate level of specificity to model at different stages of a project from conceptual to logical to physical. They perform research with technical staff and data users to determine the ideal interfaces for implementation of future technical systems.</p> <p>A Data Modeler may be involved in the evaluation of existing data systems, including constructing as-is data models (where they are not already documented) and identifying foundational data model issues that could affect the efficient and effective use of data (e.g., slow queries, poorly validated data, unnecessary duplication of data, etc.) They may also do hands-on troubleshooting to optimize data system query performance where appropriate. A Data Modeler works with the project delivery team to define risks and tradeoffs related to different design choices and to help the organization make informed decisions about implementation options for new or rebuilt systems. And they may also contribute by identifying options for architecture, infrastructure, and interfaces to data sources that enable appropriate use by lines of business.</p> <p>They may also define and set up governance for data modeling and design standards, tools, best practices, and related development for enterprise data models, so that work can be repeatable across projects and programs. This is dependent on the program's needs.</p> <p>A Data Modeler should be comfortable modeling data for relational, dimensional, and NoSQL databases; however, they may be focused on modeling in one more than the others depending on the project context. They should be proficient in data modeling and query analysis tools (e.g., Power Designer, DAX Studio, ERWin, ER/Studio, etc.) and SQL. Experience</p> <p>This Classification must have a minimum of three (3) years of relevant experience in data modeling.</p>	<p>This classification requires the possession of a bachelor's or advanced degree (master's or PhD) in computer science, engineering, information systems, math or technology-related field. Additional qualifying experience may be substituted for the required education on a year-for-year basis. Successful completion of a data engineering bootcamp plus an additional year of experience may be substituted for the degree requirement.</p>	3	\$170.72

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32	32	Data Warehouse Architect	<p>A Data Warehouse Architect designs data warehouse architectures to support organizational goals. They understand how to build data warehouse models that can optimally serve BI and analytic needs. They can evaluate the tradeoffs of different schema implementations (e.g., star schema vs. snowflake schema), consider data throughput constraints, and propose a best fit architecture and infrastructure for the defined problem.</p> <p>A Data Warehouse Architect must be able to work with subject matter experts across programs, divisions, policy areas, and levels of knowledge. They work with data modelers, analysts, program and technical staff to collaboratively define data needs and technical constraints that can influence the warehouse architecture design. These can include requirements of data timeliness, location of source data, latency of connections to data centers, and the amount of data to name some but not all considerations.</p> <p>A Data Warehouse Architect will be familiar with ETL/ELT (Extract Transform Load / Extract Load Transform) approaches, and while they won't have to implement ETL/ELT, they will have to propose warehousing approaches that fit with the defined ETL/ELT framework or work with data engineers to define an optimal approach.</p> <p>A Data Warehouse Architect should be able to model data primarily for dimensional models, but be able to interpret data models for relational and/or NoSQL databases to appropriately map source data to the warehouse target schema. They should be proficient in using tools to develop and iterate on dimensional models (e.g., Power Designer, DAX Studio, ERWin, ER/Studio, etc.) and SQL.</p> <p>Experience This Classification must have a minimum of five (5) years of relevant experience in data modeling, database design, and warehouse architecture.</p>	This classification requires the possession of a bachelor's or advanced degree (master's or PhD) in computer science, engineering, math or related field. Additional qualifying experience may be substituted for the required education on a year-for-year basis.	5	\$179.45
33	33	Product Lead	<p>A Product Lead collaborates with the Product Manager to scope user-centered product needs, build user stories around feature development, create acceptance criteria, and determine the practices and processes for the delivery team to implement towards product delivery goals. The Product Lead will establish and manage product organizations comprising multiple product lines tied directly to business functions and programs that support user needs.</p> <p>The Product Lead will own the end-to-end delivery process with a focus on lean practices and user-centered discovery to inform and prioritize iterative product improvements; develop user stories for features based on user discovery and research; maintain consistency across process workflows.</p> <p>The Product Lead will possess knowledge and experience in lean and agile processes (SCRUM mastery a plus), development and delivery of digital products such as websites and software applications; work closely with designers and engineers to bring the product to market; and the technical know-how to communicate with the engineering department.</p> <p>Experience This Classification must have a minimum five (5) years of experience in leading lean and agile iterative processes for product deliverables; UX research; meeting product requirements and timetables; managing team well-being and optimizing workflows.</p>	This classification requires the possession of a bachelor's or advanced degree (master's or PhD) in computer science, engineering, math or related field. Additional qualifying experience may be substituted for the required education on a year-for-year basis.	5	\$175.57
34	34	Product Manager	<p>A Product Manager facilitates product vision alignment and strategy to meet clear data driven goals and success metrics. They act as champions of stakeholders to align and meet their expectations, champions of the team to optimize workflow velocity and well-being by cutting through uncertainty, champions of design and the end user in discovering and validating real user value, and act as the voice of product as it orients towards user-centered service delivery. They also manage the delivery, ongoing success, and continuous improvement of one or more digital products and/or platforms in collaboration with the Product Lead.</p> <p>The Product Manager will lead one or more multi-disciplinary delivery teams to deliver excellent new products and/or iterations to existing products to meet user needs; gather user requirements based on a communicable understanding of diverse audience groups; define and get stakeholder buy-in for product definition and delivery approach; create effective, prioritized product descriptions, and delivery plans to meet user needs in a cost-effective way; interpret user research in order to make the correct product decisions; continually keep abreast of changes to user habits, preferences, and behaviors across various digital platforms and their implications for successful delivery of government digital services; underpin the delivery and iteration of digital services through effective analysis of qualitative and quantitative user data; and communicate credibly with a wide range of digital delivery disciplines and talent.</p> <p>The Product Manager will possess knowledge and experience in development and delivery of digital products such as websites and software applications; collaboration with leaders to develop and facilitate a product vision and then work closely with designers and engineers to ship the product; both systems acumen and the technical know-how to communicate across disciplines: research/analytics, design, content, and engineering.</p> <p>The Product Manager is familiar with agile, SCRUM, and lean methodologies and well-versed in standard project and program management processes.</p> <p>Experience This classification must have a minimum of three (3) years of experience in understanding end-to-end product development cycles developing products; UX conducting market research; generating product requirements; determining product road maps and specifications, production timetables, and time-integrated plans for product introduction; and developing service to market strategies; and managing client service relations.</p>	This classification requires the possession of a bachelor's degree. Additional qualifying experience may be substituted for the required education on a year-to-year basis. Successful completion of a bootcamp in a related field plus an additional year of experience may be substituted for the degree requirement. [PL and PM ed requirements are now matching]	3	\$175.57

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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)
35	35	Content Strategist	<p>The Content Strategist will lead the information architecture on digital products and experiences and create content style guides and collaborate with designers and other content strategists to measure and improve the effectiveness of digital, print, and other content. The Content Strategist will develop content strategies to build and scale inclusive language and accessible design. They will lead the information architecture on digital products and experiences and collaborate with designers and other content strategists to measure and improve the effectiveness of digital, print, and other content. They will contribute to increasing the quality and visibility of relevant content and services by applying best practices in SEO in search engine results (edit content, add content, and modify HTML and associated coding to both increase its relevance to specific keywords and remove barriers to the indexing activities of search engines).</p> <p>They will develop and maintain appropriate voice for produced content; advise how to streamline content production and management solutions and processes based on user research; assign, edit, and produce content for products, services, and various projects; plan and facilitate content strategy workshops and brainstorming sessions on developing content and content services (including API development); collaborate closely with developers and designers to create, test, and deploy effective content marketing experiences using various methods of software development; offer educated recommendations on how to deliver a consistent, sustainable and standards-driven execution of content strategy across products, services, and projects; and collaborate with content managers, writers, information architects, interaction designers, developers, and content creators of all types.</p> <p>The Content Strategist will possess knowledge and experience in representing key members of creative teams and developing content strategies for various clients and projects; selecting an appropriate content management system; organizing website content; collaborating with the information architect in creating content, enforcing content guidelines and developing editorial calendars; displaying editorial skills and excellent writing abilities; leadership; information technology tools; project management skills; and time management.</p> <p>Experience</p> <p>This classification must have a minimum of three (3) years of experience in developing and executing content strategy and developing content across digital channels.</p>	<p>This classification requires the possession of a bachelor's degree. Successful completion of a bootcamp in a related field plus an additional year of experience may be substituted for the degree requirement.</p>	3	\$146.47
36	36	Content Designer	<p>Content Designers (or UX writers) make things easier for people to understand and use. This can involve working on a single piece of content or on the end-to-end journey of a service to help users complete their goal and government deliver a policy intent. In this role the Content Designer's work may involve the creation of, or changes to, a transaction, product or single piece of content that stretches across digital and offline channels. The Content Designer will be expected to make sure appropriate content is shown to a user in the right place and in the best format start from discovery and work closely with user researchers, service designers and interaction designers.</p> <p>The Content Designer will develop inclusive language and accessible design.</p> <p>The Content Designer makes sure all content meets user needs. This includes the text, visuals and interactive content. They work with subject matter experts to write clear text in plain language; review content to make sure it's accurate and written in line with the state content guidelines or standards; structure content to reflect how users read online and on different devices; make sure content is accessible and inclusive; make sure content is searchable and findable; use research and data to make sure content meets user needs; communicate the principles of content design to the team and agency; plan, organize, direct and edit content for editorial users and audiences; shape the voice and tone of products through writing and research; translate UX research into language that anticipates needs and makes the experience easier to understand.</p> <p>Experience</p> <p>This classification must have a minimum of one (1) year of experience in the execution of content across digital channels.</p>	<p>This classification requires the possession of a bachelor's degree. Additional qualifying experience may be substituted for the required education on a year-for-year basis.</p>	1	\$117.37

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37	37	User Experience Researcher	<p>User Experience Researchers plan, design and carry out research activities with users that help teams get a deep understanding of the people that use government services. This research informs policy, proposition, service, content, and interaction design so that services work well for users and achieves policy intent. User Experience Researchers help the team understand their existing users by regularly talking to, observing, and gathering feedback. Also, help the team reach out to harder to reach people by finding ways to meet them where they are. User Experience Researchers will design and conduct research activities that turn research data into clear findings that inform decisions on service design, involving clients and partners in analysis and synthesis to increase consensus and challenge assumptions. They will include all kinds of users in appropriate research activities to help teams deliver accessible services to the diversity of users of government services. They will capture and share real stories to help build empathy for users.</p> <p>The User Experience Researcher will possess knowledge and understand and have experience of a range of user research methods, including qualitative and quantitative research methods. They will understand how to choose appropriate methods for different stages of the product life cycle and situations and apply methods correctly. This can include but is not limited to crafting surveys to inform design and content strategy; recruiting and screening participants using a variety of techniques; creating human-centered frameworks such as user journeys and behavior archetypes; maintaining and tracking research activities across multiple sprints; creating discussion guides, screeners, and research plans; conducting usability and timed-task tests; and producing user requirements specifications and experience goals, personas.</p> <p>The User Experience Researcher will understand the social and technological context for government services and help colleagues understand how digital technology is changing user behavior, and the challenges and opportunities for government services. The User Experience Researcher demonstrates knowledge of the technologies used to build and operate digital services; understands the different technical roles in a multidisciplinary team; and recommends system enhancements according to research insights. The User Experience Researcher understands user-centered design practices and knows how to embed them into an agile workflow to deliver timely findings. They have the ability to work in an open, iterative and collaborative way in a multidisciplinary team.</p> <p>Experience</p> <p>This Classification must have a minimum of three (3) years of experience in conducting user research, analysis, and synthesis, could be a combination of qualitative and quantitative research.</p>	<p>This classification requires the possession of a bachelor's degree in a writing-intensive field such as English, Journalism, Communications, User Experience, Library Science, Technical Writing, Information Management or social sciences such as psychology, sociology, demography, geography, anthropology, statistics, policy analysis, or a research-related field. Additional qualifying experience may be substituted for the required education on a year-for-year basis.</p>	3	\$158.11
38	38	Usability Tester	<p>The Usability Tester gathers feedback about how people interact with a digital solution, the intuitiveness of the interface, the understandability of the content and the relevance of the solution to their needs and challenges. The Usability Tester designs testing plans and protocols, prepares for and runs usability tests, and synthesizes results and findings. The testing plans will include subjective metrics and quantitative metrics to track across an individual user in a test as well as across all users in a test. They test the usability of digital solutions and web applications using a variety of off-the-shelf and custom programs and platforms; work closely with the product team to understand the key questions or product choices they want to make and how usability data can help inform their choices; collaborate with other researchers on the team to understand and guide how usability testing fits into a larger research and feedback strategy; plan, recruit, and facilitate the usability testing of a system; collect information about product usability from a variety of channels; conduct usability tests with users in person or remotely; interact with users to understand how they use, respond to and work with specific digital solutions; analyze and synthesize the results of usability testing in order to provide recommendations for change to a system; gather data, summarize it and present it in a way that is clear, easy to understand and actionable; and create such artifacts as Usability Testing Plan, Testing Scripts, and Usability Testing Report. They test products and services to make sure they are compliant with accessibility best practices and with required laws such as WCAG 2.1. The Usability Tester reports bugs for the product team and engineering to address.</p> <p>Experience</p> <p>Must have a minimum of one (1) year of experience in usability testing in addition to working knowledge of various programming languages and development platforms, sharp eye for detail and communication, reporting, and troubleshooting skills.</p>	<p>This classification requires a bachelor's degree. Additional qualifying experience may be substituted for the required education on a year-for-year basis.</p>	1	\$145.50

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39	39	UX/Interaction Designer	<p>The UX/Interaction Designer is part of a highly collaborative, multi-disciplinary team focused on improving usability, user experience, and driving user adoption and engagement; and responsible for conducting interaction design. The UX/Interaction Designer will design and specify user interfaces and information architecture; lead participatory and iterative design activities, including observational studies, and other forms of requirements discovery; produce system maps, user scenarios, flowcharts, design prototypes, and design specifications; effectively communicate research findings, conceptual ideas, detailed design, and design rationale and goals both verbally and visually; plan and facilitate collaborative critiques and analysis and synthesis working sessions; work closely with visual designers and development teams to understand product requirements and ensure that customer goals are met and design specifications are delivered upon; design and develop primarily internet/web pages and applications; develop proof-of-concepts and prototypes of easy-to-navigate and intuitive user interfaces (UIs) that consists of web pages with graphics, icons, and color schemes that are visually appealing.</p> <p>The UX/Interaction Designer will gather feedback about concepts, prototypes and finished products and improve interfaces and the user experience as needed from research and testing. They will design for accessibility and make interfaces that are usable by a wide variety of people who have very different abilities and backgrounds. They will translate larger strategic, policy, program and service requirements into clear requirements and compelling experiences. They will create concepts for what future experiences may work like and illustrate potential scenarios of use in various visual and digital forms.</p> <p>The UX/Interaction Designer will possess knowledge and experience in using a mix of text, images, data, sound, animation and other effects to create interactive communication products as part of a product development team, use multimedia software, create design concepts, create wireframes and interface mock-ups, monitor design performance and ensure compliance with guidelines; and displaying imagination, creativity, computer technology expertise, teamwork, communication, and self-motivation.</p> <p>Experience</p> <p>This classification must have a minimum of three (3) years of experience in doing digital design, user research, qualitative analysis &amp; synthesis, interaction design.</p>	<p>This classification must have either a relevant certification or a bachelor's degree. Additional qualifying experience may be substituted for the required education on a year-for-year basis.</p>	3	\$136.77
40	40	Customer Experience Architect	<p>A Customer Experience Architect designs and tests processes to capture, understand and respond to feedback that's both internal from employees and external from customers and stakeholders. They are concerned both with creating a voice of the customer function and operationalizing insights and experiments back into the program or project. They design and organize processes and information around the customer – who they are and what their needs are, and then integrate customer data to create useful insights that are shared across the right teams and increasingly interwoven with the fabric of the project or program.</p> <p>A Customer Experience Architect must be able to collaborate with customers, data engineers, analysts, and subject matter experts with a variety of skills from different disciplines to create delightful customer journey experiences and to define and build requirements for datasets and processes. The ability to map requirements on to an efficient and clear design to facilitate decision-making is necessary. Expertise in ETL/ELT (Extract Transform Load / Extract Load Transform), data profiling, and other data quality tools and approaches are strongly preferred to design the experience customers need across key interactions and processes.</p> <p>A Customer Experience Architect may also be involved in the identification of datasets with lines of business, particularly around a project or program need. They will need to work closely with management, analysts, data modelers, and IT staff to design and test proposed solutions and architectures that meet customer and business needs.</p> <p>A Customer Service Architect should be fluent in one or more data manipulation languages as well as service design.</p> <p>While they should have some proficiency in code and best practices in engineering management, they should primarily be comfortable implementing in low-code ETL/ELT platforms if that is the more sustainable approach for the organization.</p> <p>Experience</p> <p>This Classification must have a minimum of three (5) years of relevant experience in one or more of the following areas: business process modelling/mapping, authoring service design, developing customer experience programs.</p>	<p>This classification requires the possession of a bachelor's degree. Additional qualifying experience may be substituted for the required education on a year-for-year basis.</p>	5	\$149.38

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41	41	Customer Experience Analyst	<p>A Customer Experience Analyst gathers and interprets data on customer needs, satisfaction, perceptions, and capacity on behalf of a program or project. They conduct surveys to collect stakeholder feedback, analyze data, perform research, and create reports that are both internal from employees and external from customers and stakeholders. They are concerned both with identifying and reporting on a voice of the customer function and surfacing insights for project or program management to operationalize back into the program or project.</p> <p>They audit and analyze processes and information around the customer – who they are and what their needs are, and then integrate customer data to create useful insights that management may choose to be shared across the right teams and interwoven with the fabric of the project or program to promote operational rigor. They identify process improvement opportunities or necessary process changes for better data collection to serve the customers. A Customer Experience Analyst must be able to collaborate with service architects/designers, data engineers, other types of analysts, and subject matter experts with a variety of skills from different disciplines for internally facing analysis, and with the stakeholders and end-users for externally facing analysis.</p> <p>A Customer Experience Analyst may also be involved in the identification of datasets with lines of business, particularly around a project or program need. Experience with conflict resolution techniques, knowledge of diverse research practices and low-code platform programming skills are also preferred.</p> <p>A Customer Experience Analyst should be fluent in one or more data manipulation languages as well as statistical methods, regression modeling and predictive analytics and a passion for customer experience. Knowledge in behavioral data analysis preferred.</p> <p>Experience</p> <p>This Classification must have a minimum of two (2) years in a technical or functional consulting or research role or other relevant industry experience. Experience presenting to clients or other decision makers to lay out and advance ideas to various audiences (technical and non-technical).</p>	This classification requires a bachelor's degree. Additional qualifying experience may be substituted for the required education on a year-for-year basis.	2	\$135.80
42	42	Information Technology Expert	<p>An IT Expert is a person who has comprehensive and authoritative knowledge, abilities or skills through extensive practice and/or education in a particular IT area not found in any of the above Classifications. Examples may include, but not limited to, geospatial specialties, business intelligence experts, specialized data analytics. Qualifying experience, determined by User Agencies, are at the highest, specialized level. Contractor must provide objective measures of expertise, which may include but are not limited to unique credentials, patents, research and publication history, etc.</p>	This classification requires a bachelor's degree. Additional qualifying experience may be substituted for the required education on a year-for-year basis.	5	\$242.50