

Attachment 1 - Pricing	
Contractor:	Tryfacta Inc
Contract Number:	PB70799
Lots Awarded:	Lot 2
<p>Authorized Users Please Note the Following:</p> <p>A competitive Mini-Bid is required for every transaction under this Centralized Contract. (Section 1.3 of Attachment 16 - How to Use this Contract)</p> <p>The Contractor acknowledges that any mini-bid under this Centralized Contract which includes pricing in excess of the “maximum Not-To-Exceed price” shall be rejected by the Authorized User. (Sections 7.9 of the Contract - Reasonableness of Price)</p> <p>Price increases will only apply to the OGS Centralized Contracts and shall not be applied retroactively to Authorized User Agreements or any Mini-bids already submitted to an Authorized User. (Section 8.5 of the Contract - Pricelist Adjustments)</p> <p>When provided for in the Mini-Bid and resultant Authorized User Agreement, an Authorized User may reimburse travel expenses. All rules and regulations associated with this travel can be found at http://osc.state.ny.us/agencies/travel/travel.htm. In no case will any travel reimbursement be paid that exceeds these rates. All travel will be paid only as part of a deliverable specified within the Authorized User Agreement and must be billed with that associated Invoice with receipts attached. (Section 7.12 of the Contract - Travel, Meals and Lodging)</p>	

Tryfacta Inc Approved Price List			Number of Approved Titles:	130	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	1200	Director Systems and Programming	Responsible for the full systems development life cycle management of projects/programs. Provides direction for technical and business resources. Actively participates in long-range strategy planning and manages policy development to address complex business issues, provides leadership to cross-functional teams. Serves as the primary point of contact from project/program inception to delivery. Defines and develops project management infrastructure, manages a methodology driven quality plan, monitors and controls the quality of the deliverable, as well as manages the project completion process through customer acceptance. Works with business unit managers and forms alliances on projects, operational decisions, scheduling requirements/conflicts and vendor contract clarification.	Bachelor's or Master's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	10	\$204.52
2	1210	Mgmt. Applications Development	Coordinates systems analysis and applications development activities through direct and indirect staff. Directs development teams in the areas of scheduling, technical direction, future planning and standard development practices. Participates in budgeting and capital equipment processes and quality improvement activities for the development organization. Meets scheduled milestones to ensure project/ program objectives are met in a timely manner and has an in-depth knowledge of the principles, theories, practices and techniques for managing the activities related to planning, managing and implementing systems analysis and applications development projects and programs.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	7	\$163.95
3	1220	Applications Architect	Provides design recommendations based on long-term IT organization strategy. Develops enterprise level application and custom integration solutions including major enhancements and interfaces, functions and features. Uses a variety of platforms to provide automated systems applications to customers. Provides expertise regarding the integration of applications across the business. Determines specifications, then plans, designs, and develops the most complex and business critical software solutions, utilizing appropriate software engineering processes—either individually or in concert with project team. Will assist in the most difficult support problems. Develops programming and development standards and procedures as well as programming architectures for code reuse. Has in-depth knowledge of state-of-the art programming languages and object-oriented approaches in designing, coding, testing and debugging programs. Understands and consistently applies the attributes and processes of current application development methodologies. Researches and maintains knowledge in emerging technologies and possible application to the business. Viewed both internally and externally as a technical expert and critical technical resource across multiple disciplines. Acts as an internal consultant, advocate, mentor and change agent.	Bachelor's or Master's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience	7	\$128.69

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4	1230	Enterprise Application Integration (EA) Engineer	<p>Responsible for developing and deploying integrated solutions aimed at modernizing, consolidating and coordinating the independently designed applications within and across the enterprises. Determines how existing applications, legacy systems, databases, Web interfaces and/or hardware logic, which may be currently operating on multiple platforms, work together to meet the new and emerging enterprise requirements. Develops methods to efficiently reuse existing components. Works with users to gather business requirements, performs database analysis, codes and tests middleware routines to ensure successful and seamless communication among the various IT systems and applications components. Participates in component and data architecture design, software product evaluation and buy vs. build recommendations. Possesses skills and knowledge of Enterprise Application Integration (EAI) methodologies and processes such as object-oriented programming, distributed, cross-platform program communication using message brokers with Common Object Request Broker Architecture, enterprise-wide content and data distribution using common databases and data standards implemented with the Extensible Markup Language (XML), middleware applications and message queuing approaches.</p>	<p>Responsible for developing and deploying integrated solutions aimed at modernizing, consolidating and coordinating the independently designed applications within and across the enterprises. Determines how existing applications, legacy systems, databases, Web interfaces and/or hardware logic, which may be currently operating on multiple platforms, work together to meet the new and emerging enterprise requirements. Develops methods to efficiently reuse existing components. Works with users to gather business requirements, performs database analysis, codes and tests middleware routines to ensure successful and</p>	5	\$138.90
5	1240	Systems Analyst	<p>Responsible for the design and development of IT systems. Develops design and functional specifications, produces deliverables related to the project(s) assigned and assists in post implementation support and system enhancements. Responsible for selecting appropriate C.A.S.E. tools to develop systems and software. Responsible for gathering, compiling and synthesizing information with regard to technology processes or systems. Possesses experience in minicomputer or client/server environments including the implementation and support of resource planning, sales automation, marketing, financial and distribution systems.</p>	<p>Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.</p>	3	\$177.88
6	1250	Applications Development Analyst	<p>Works closely with customers, business analysts, and team members to understand business requirements that drive the analysis and design of quality technical solutions. These solutions must be aligned with business and IT strategies and comply with the organization's architectural standards. Involved in the full systems life cycle and is responsible for designing, coding, testing, implementing, maintaining and supporting applications software that is delivered on time and within budget. Makes recommendations towards the development of new code or reuse of existing code. Responsibilities may also include participation in component and data architecture design, performance monitoring, product evaluation and buy vs. build recommendations. Has experience in systems analysis, design and a solid understanding of development, quality assurance and integration methodologies.</p>	<p>Bachelor's Degree in Computer Science, Information Systems or other related field. Or equivalent work experience</p>	2	\$119.71

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7	1400	Database Manager	<p>Responsible for ensuring the design, maintenance and implementation of database management systems, which provides the organization with orderly methods of data storage and controlled access to data.</p> <p>Possesses the technical expertise to provide leadership and manage the design and development of the organization's database environment. Ensures the design and installation of database management system applications and the establishment of the appropriate linkages to existing database applications and to other data processing systems. Ensures the development of a backup and recovery scheme for the database environment and the development and implementation of disaster recovery and business continuance procedures.</p>	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	7	\$172.32
8	1410	Data Architect	<p>Responsible for enterprise-wide data design, balancing optimization of data access with batch loading and resource utilization factors. Knowledgeable in most aspects of designing and constructing data architectures, operational data stores, and data marts. Focuses on enterprise-wide data modeling and database design.</p> <p>Defines data architecture standards, policies and procedures for the organization, structure, attributes and nomenclature of data elements, and applies accepted data content standards to technology projects.</p> <p>Responsible for business analysis, data acquisition and access analysis and design, Database Management Systems optimization, recovery strategy and load strategy design and implementation.</p>	Bachelor's or Master's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	7	\$167.62
9	1420	Data Modeler	<p>Accountable for analyzing and developing complex logical database designs, logical data models and relational data definitions in support of corporate and customer information systems requirements.</p> <p>Understands the methodologies and technologies that depict the flow of data within and between technology systems and business functions/operations. Responsible for the identification and resolution of information flow, content issues and the transformation of business requirements into logical data models. This position identifies opportunities to reduce data redundancy, trends in data uses and single sources of data.</p>	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	4	\$130.04
10	1430	Database Analyst	<p>Responsible for designing, modeling, developing and supporting Database Management Systems (DBMS).</p> <p>Analyzes data requirements, application and processing architectures, data dictionaries, and database schema(s), and then designs, develops, amends, optimizes, and certifies database schema design to meet system(s) requirements. Gathers, analyzes, and normalizes relevant information related to, and from business processes, functions, and operations to evaluate data credibility and determine relevance and meaning.</p> <p>Develops database and warehousing designs across multiple platforms and computing environments.</p> <p>Develops an overall data architecture that supports the information needs of the business in a flexible but secure environment.</p>	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	3	\$129.28

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11	1440	Database Administrator	Manages and maintains all production and non-production databases. Responsible for standards and design of physical data storage, maintenance, access and security administration. Performs backup and recovery on Database Management Systems, configures database parameters, and prototype designs against logical data models, defines data repository requirements, data dictionaries and warehousing requirements. This position optimizes database access and allocates/re-allocates database resources for optimum configuration, database performance and cost.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience	3	\$137.97
12	1600	Mgmt. Quality Assurance	Responsible for managing the definition, implementation and integration of quality principles and quality processes into the design and development of software and IT processes. Ensures that quality methods and procedures are executed. Ensures that products, applications, and systems are in compliance with established quality standards, and meet customer requirements. Analyzes best-in-class processes, establishes customer satisfaction metrics, understands the interaction and relationship of business operations and operating systems and network processes. Champions the application of quality principles in business and IT processes through training, meeting and team facilitation, communication programs and team building activities. Responsible for researching, developing and implementing testing methods and procedures. Ensures that products meet the highest quality standards. Monitors and reports on defects.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	7	\$163.66
13	1610	Quality Engineering Consultant	Responsible for establishing and implementing quality assurance and compliance processes for the IT organization. Works closely with IT leaders to develop and implement an overall quality maturity plan for each IT functional area. Works with development, testing and production teams to develop, publish and implement software quality assurance plans. Reviews progress toward the plan regularly with IT leaders, technical teams and customers to make modifications as necessary. Establishes internal IT service quality control standards, policies and procedures. Monitors, evaluates, manages and executes audit processes to ensure compliance. Coordinates and facilitates quality assurance activities across projects with project managers. Provides guidance and subject matter expertise to IT teams on QA methodologies and processes, educates them on their responsibilities/accountabilities for the purpose of achieving on-time and quality deliverables. Makes recommendations and directs improvements to the software development lifecycle process. Documents non-compliance to policies, process and standards and assists in their resolution. Analyzes and identifies trends in IT performance metrics. Designs, monitors and analyzes performance metrics program for quality improvement initiatives. Conducts audits and analyzes findings to develop appropriate corrective action recommendations. Provides training on established processes and policies. Needed skills and	Bachelor's or Master's Degree in Computer Science, Information Systems, Business Administration, or other related field. Or equivalent work experience.	7	\$123.75

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14	1620	Quality Assurance Analyst	<p>Responsible for developing and executing formal test plans to ensure the delivery of quality software applications. Involved in test planning, writing test cases/scripts, test case automation and test execution.</p> <p>Defines and tracks quality assurance metrics such as defects, defect counts, test results and test status.</p> <p>Collects and analyzes data for software process evaluation and improvements, and integrates them into business processes to address the business needs. Documents all problems and assists in their resolution.</p> <p>Delivers quality process training to technical staff and acts as an internal quality consultant to advise or influence business or technical partners. Performs quality audits across the various IT functions to ensure quality standards, procedures and methodologies are being followed.</p>	Bachelor's Degree in Computer Science, Information Systems, or similar. Or equivalent work experience.	3	\$104.22
15	1800	Manager, Technology Research	<p>Understands the strategic direction of enterprise and the supporting IT systems and architectures. Maintains knowledge of emerging technological trends and utilizes this knowledge to educate both IT and the business on opportunities to build better IT solutions that support and drive business decisions. Assists in the definition of the architecture and technology needs of the organization based on new and emerging technologies, and establishes priorities and strategies consistent with business goals and economic viability.</p> <p>Establishes foundation architecture for organization to standardize on hardware and software usage. Serves as a consultant and advisor to senior IT leadership on advanced technologies and evaluates the business impact through cost/benefit analysis. Recommends and incorporates technology with long-term business plans.</p> <p>Transfers knowledge of key learnings throughout the enterprise, and establishes and communicates strategic and technological plans.</p>	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	7	\$160.08
16	1810	Technology Research Analyst	<p>Maintains a strong understanding of the enterprise's IT systems and architectures. Assists in the analysis of the requirements for the enterprise and applying emerging technologies to support long-term business objectives. Responsible for researching, collecting, and disseminating information on emerging technologies and key learnings throughout the enterprise. Researches and recommends changes to foundation architecture.</p> <p>Supports research projects to identify and evaluate emerging technologies. Interfaces with users and staff to evaluate possible implementation of the new technology in the enterprise, consistent with the goal of improving existing systems and technologies and in meeting the needs of the business. Analyzes and researches process of deployment and assists in this process.</p>	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	3	\$131.35

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17	2000	Manager, Client Technologies	Responsible for providing IT users with desktop equipment and support, determining user needs and incorporating them into the design and overall plan for desktop support. The range of accountabilities minimally covers hardware and software planning, vendor selection, acquisition, Tier 2 problem resolution, set-up, integration, testing and installation. Works with organizations supported to establish performance metrics to ensure needs are being properly met. Monitors and analyzes performance metrics, sharing results with users. Organizes and coordinates the activities associated with installation, deployment and upgrade of software, hardware and network facilities as it relates to the desktop environment. Desktop applications may include productivity tools, email, and applications that are used by groups without programming customization. Evaluates and provides techniques for increasing user desktop productivity.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	7	\$175.20
18	2010	Client Technologies Analyst	Configures, installs, monitors and maintains IT users' desktop software and hardware; supports mobile workforce. Provides consultation to IT users for all aspects of end-user computing and desktop-based LAN systems software. Provides technical support and guidance through Tier 2 support and works with vendors to resolve Tier 3 issues. Responsible for documenting solutions to problems and developing end-user guidelines. May provide on-site training to users. Evaluates, maintains, modifies (e.g., creates macros, templates) and documents desktop application packages, participates in the testing and evaluation of new desktop packages and implements prototypes. Consults with and makes recommendations to IT users on selection of hardware and software products to address business requirements.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	3	\$95.55
19	2020	Client Technologies Technician	Configures and installs software for IT users' desktops and laptops. Involved in the installation and rollout of new software packages, upgrades and new desktop hardware. Maintains desktop software and hardware; supports mobile workforce. Provides Tier 2 support to IT users for basic software and hardware of end-user computing and desktop-based LAN systems. Troubleshoots problems using scripts and checklists as guides. Escalates to Tier 3 support when necessary. Documents problems and resolutions. May perform end-user training. Strong customer service skills are important in this position. Participates in the testing and evaluation of new desktop packages and implements prototypes.	Associate's or Bachelor's Degree, or technical institute degree/certificate. Or equivalent work experience.	1	\$96.98

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20	2200	Mgmt. Customer Support	Defines service levels, service agreements and manages the help desk operation. Establishes processes to identify, track, escalate, resolve and report customer problems. Jointly, with the customer, defines standards and measures for quality and customer satisfaction requirements. Analyzes the technical performance and reliability of products, systems and services against identified industry standards to ensure customer satisfaction. Responsible for developing and implementing technical service restorations and troubleshooting procedures for identifying, testing and diagnosing computer system and peripheral equipment faults.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	7	\$154.75
21	2210	Customer Support Analyst	Responsible for Tier 1 and 2 software and hardware support. Provides technical advice, guidance and informal training to customers using hardware and software programs. Troubleshoots and restores routine technical service and equipment problems by analyzing, identifying and diagnosing faults and symptoms using established processes and procedures. Performs root cause analysis and develops checklists for typical problems. Recommends procedures and controls for problem prevention. Maintains knowledge database and call tracking database to enhance quality of problem resolutions. Works in a team setting, sharing information and assisting others with calls.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	2	\$87.09
22	2220	Customer Support Technician	Responsible for Tier I software and hardware support. Diagnoses and resolves problems using documented procedures and checklists in the performance of most responsibilities. Enters call data into a tracking system. Escalates problems to higher level technical support professionals when necessary. Assists in the resolution of application, hardware and software problems.	Associate's or Bachelor's Degree, or technical institute degree/certificate in Computer Science, Information Systems, or other related field. Or equivalent work experience	1	\$72.98
23	2400	Director, Network Operations	Responsible for developing business and technology standards and best practices for department. Overall responsibility for all network operations work, including the integration of new network technologies such as wireless. Develops enterprise service levels for data and voice networking equipment and for both in-house and third party software applications. Oversees development of procedures and processes for enterprise network operations. Responsible for ensuring that the enterprise has the capability to support new technologies and maintain high levels of network performance and reliability.	Bachelor's or Master's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	10	\$295.30

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24	2410	Manager, Network Operations	Responsible for network operations and service levels for data and voice networking equipment and software including mainframe equipment, PBX, mid-range and network processing devices. Develops and implements standards, procedures, and processes for the network operations group. Plans and manages the support of new technologies (including wireless), network performance, and reliability. Defines and negotiates service level agreements. Oversees and coordinates the daily activities of the network operations center. Plans for human resources, equipment arrangements, electrical power and cable requirements for telecommunications and information processing equipment.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	7	\$184.63
25	2420	Network Architect	Responsible for high-level network planning, design, and optimization. Develops strategies and direction for network systems solutions using current and emerging technologies (including wireless). Translates business requirements into network or process designs. Plans and recommends network hardware, systems management software and architecture. Approves and modifies network design and architecture to ensure compliance. Configures and maintains routers, switches, and hubs for the network systems (including wireless). Evaluates and recommends new products, maintains knowledge of emerging technologies for application to the enterprise. Monitors network performance, ensures capacity planning is performed, and is proactive in assessing and making recommendations for improvement. Performs troubleshooting procedures and designs resolution scripts. May take on role of Project Leader for special enterprise-wide assignments.	Bachelor's or Master's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience	7	\$137.45
26	2430	Network Engineer	Assists in the planning, forecasting, implementation, and identification of resource requirements for network systems (including wireless) of moderate complexity. Participates in network planning, network architecture design and engineering. Integrates and schematically depicts communication architectures, topologies, hardware, software, transmission and signaling links and protocols into complete network configurations. Evaluates new products, performs network problem resolution and assists in the development and documentation of technical standards and interface applications. Monitors protocol compatibility, performs system tuning and makes recommendations for improvement.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience	3	\$133.35

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27	2440	Network Analyst	Responsible for designing, installing and troubleshooting network systems (including wireless) to meet the functional objectives of the business. Involved with the configuration and maintenance of physical and logical network components. Assists in the design of the network architecture, designs the network infrastructure, and plans and designs LAN/WAN/wireless solutions. Performs capacity and resource planning, assessing network risks and contingency planning. Responsible for the implementation and maintenance of network software; researching, analyzing and implementing software patches or hardware changes to fix any network deficiencies. Provides Tier 2 support. Involved in the evaluation of new products and services, may manage vendor service level agreements.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience	3	\$131.87
28	2450	Network Administrator	Monitors, troubleshoots and maintains network (LAN, WAN and wireless) multiplexers, hubs and routers, and uses remote monitoring tools. The duties of this position can be broad and may include such tasks as installing new workstations and other devices, adding and removing individuals from the list of authorized users, archiving files, overseeing password protection and other security measures, monitoring usage of shared resources, and handling malfunctioning equipment. Selects, develops, integrates and implements network management applications for Internet components.	Bachelor's Degree or technical institute degree/certificate in Computer Science, Information Systems, or other related field. Or equivalent work experience	3	\$101.69
29	2460	Network Technician	Provides daily operations support and maintenance for network systems (including wireless). Proactively monitors networks to provide stable, dependable network services across multiple platforms. Configures and troubleshoots computer networks. Maintains LAN/WAN/wireless operations by working with network facility and hardware/software vendors to ensure timely problem resolution. Maintains and utilizes network management applications to identify network faults, to ensure the provision of data or other telecommunications access to customers, and the movement of information from one location to the other.	Associate's or Bachelor's Degree, or technical institute degree/certificate in Computer Science, Information Systems, or other related field. Or equivalent work experience.	1	\$75.23
30	2600	Mgmt. Internet Operations	Responsible for the development, release, and maintenance of Internet, Intranet, and Extranet systems and services supporting a wide range of content. Works with key business leaders and other IT groups to prioritize projects, maximize the effectiveness of Internet technologies in supporting the business strategy, improving communications, and enabling greater access to information. Ensures the coordination of all Internet and Web development activities, ensuring integration with other technologies utilized in the enterprise and continuity across applications. Develops standards for Internet and Web project initiation, design, development, and support. Key challenge of this position is in managing and prioritizing the numerous requests by the business, and influencing and coordinating the development of Internet based technologies occurring in areas outside of IT.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience	7	\$206.87

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31	2610	Internet/Web Architect	Responsible for gathering business requirements and translating them into Internet/Web architecture to achieve business objectives. Analyzes assigned specifications, planning, designing, and developing solutions, utilizing appropriate Internet/Intranet/Extranet architecture processes supporting a wide range of content—either individually or in concert with project team members. Provides appropriate documentation for object design decisions, estimating assumptions, applets, and performance metrics—as required by organization architecture process standards, or as assigned. Responsible for minimizing the issues between the client and the server applications and for the overall set-up and design of the Internet and Web server architecture. Impact and complexity of this job increases if organization is utilizing Internet solutions (vs. only Intranet), especially those with significant business impact (e.g., e-business).	Bachelor's or Master's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	5	\$136.03
32	2620	Internet/Web Engineer	Integrally involved in the development and support of all Internet/Intranet/Extranet sites and supporting systems. Works closely with other IT groups and customers to define the system design and user interface based on customer needs and objectives. Participates in all phases of the development and implementation process, and may act as a project manager on special projects. Ensures the integration of the Web servers and all other supporting systems. Responsible for system tuning, optimization of information/data processing, maintenance and support of the production environment.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	4	\$130.38
33	2630	Web Applications Programmer	Develops, maintains, and supports applications for the organization's Internet/Intranet sites. Gathers and analyzes requirements. Programs all or selected components of Web applications. Documents components and applications. Develops automation techniques to enable end-user content publishing; programs, tests and implements mapped graphic images, forms and HTML pages; handles client browser support inquiries; maintains links to external sites and accuracy on internal links while ensuring up-to-date information. Researches, evaluates and recommends new Internet tools and applications for use in assigned responsibilities. The senior level Web Applications Programmer has experience in a variety of the more difficult Web tools and languages.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	3	\$120.90

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34	2640	Web Designer	<p>Responsible for the design, development and creation of user-centered designs for Web sites. Responsibilities include human factors engineering, heuristic evaluations and usability testing for Web and client based applications as well as metrics setting and monitoring for assessing the usability of the Web application. Works to improve the usability, usefulness, and desirability of Web sites in collaboration with Graphic Designers, Product Managers, Engineering Staff and other Web Designers. Must be able to perform usability tests, provide design prototypes and provide ad hoc user interface consulting. Responsible for requirements gathering and articulation of user interface issues—including development of page/site prototypes. Must be knowledgeable of user-centered design methodology, user scenarios, usability testing, storyboarding, paper and interactive prototypes. Must have demonstrated skills in graphic applications, HTML development tools and other applicable authoring tools, Web production, front-end development using programming and scripting languages. Must be able to integrate design into program rules and system architecture and create innovative approaches to improving the end-user experience. Must be familiar with platform/browser compatibility and basic usability issues.</p>	Bachelor's Degree in Computer Science, Information Systems, Graphic Design, or other related field. Or equivalent work experience	3	\$115.37
35	2650	Webmaster	<p>Accountable for the design, upgrading, enhancement, maintenance, availability and effectiveness of technical functionality and content for one or more Web sites of the enterprise. Coordinates the publishing of Web site content, user interface, look/feel and level of specificity to suit a wide range of needs. Responsible for working closely with marketing and systems teams to coordinate content, developing on-going site structure and updates. Knowledge and experience in HTML, including style sheets, templates, complex tables, frames, image maps, CGI programming, applets, animation, multimedia design and delivery, and Web publishing procedures, is essential. Primary focus is generally on gathering requirements that relate to the organization's business objectives relative to site audiences, and continuous content updates and site upgrades to enhance site hits/visits. Webmaster, in a junior role, would focus more extensively on programming content rather than the technical aspects of this position. Impact and complexity of this job increases if organization is utilizing Internet solutions (vs. only Intranet), especially those having significant business impact (e.g., e-business).</p>	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	4	\$106.50

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36	2660	Internet/Web Systems Administrator	Responsible for ensuring the control, integrity, and accessibility of the Internet/Intranet for the enterprise. Responsible for change management procedures regarding the installation and testing of all upgrades and enhancements for the Internet/Intranet infrastructure. Responsible for proper initial installation as well as subsequent installations of updates/patches; preparation of system documentation; proactive, regular checks of system components for errors and application of necessary corrective action; set-up and maintenance of Web servers. Knowledgeable in all levels of Internet/Web security and the associated requirements for their application. Designs, develops and administers firewalls as a means of preventing unauthorized access to enterprise networks. Provides technical support to internal users and external customers; troubleshoots problems and takes corrective action on a timely, effective basis.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	3	\$110.00
37	2670	Web Customer Support Specialist	Responsible for providing support services to users of Internet and Extranet sites. Provides technical advice and guidance relative to problems involving user interface, browser, hardware and supporting software. Troubleshoots and restores routine technical service and equipment troubles by analyzing, identifying and diagnosing faults and symptoms using established processes and procedures. Maintains a knowledge database and call tracking database to enhance quality of problem resolutions. Coordinates efforts with the Help Desk to ensure all calls outside the customer environment are effectively resolved. Works in a team setting, sharing information and assisting others with calls. Provides input to Web development team for site improvements based on customer feedback. This job is very similar to an experienced Help Desk professional, with the added responsibility of interfacing directly with external customers to the business. As a result, customer service and technical competencies are very critical, as this may be the only "live" interface a customer has with the business.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	3	\$85.95
38	2800	Director, Data Center Operations	Responsible for the overall enterprise-wide effectiveness and efficiency of data center technology systems and networks and in ensuring high levels of customer satisfaction are maintained. Leads the migration to new technologies, evaluates processing performance relating to machine utilization and reliability, and forecasts financial, physical, and human resource needs to meet established objectives. Oversees and coordinates network/data operations, business continuance and restoration plans that isolate problems and implement preplanned alternative routes or systems to restore service.	Bachelor's or Master's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience	10	\$186.51

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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)
39	2810	Manager, Computer Operations	<p>General Characteristics</p> <p>Responsible for the activities in the areas of production, data control, operations, and operations support.</p> <p>Develops and implements standards, procedures and processes for the operations group. Plans and manages the support of new technologies, data center performance and reliability. Defines and negotiates service level agreements. Oversees and coordinates the daily activities of the operations center. Provides input and recommendations regarding business continuance issues and improvements to the operations of systems and processes supported.</p>	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	7	\$180.95
40	2820	Supervisor, Computer Operations	<p>Supervises the computer operations within the data center. Responsible for the day-to-day assignments of staff, and the follow-up of their work performance. Manages the daily activities to resolve problems and change management issues. Responsible for production systems' online response time. Maintains system availability, prepares metrics to evaluate systems performance, and works with IT groups and users to ensure that service objectives are met.</p>	Supervises the computer operations within the data center. Responsible for the day-to-day assignments of staff, and the follow-up of their work performance. Manages the daily activities to resolve problems and change management issues. Responsible for production systems' online response time. Maintains system availability, prepares metrics to evaluate systems performance, and works with IT groups and users to ensure that service objectives are met.	5	\$102.11
41	2830	Computer Operator	<p>Responsible for monitoring multi-technology computing platforms including midrange platforms, mainframes and/or servers. Responsible for ensuring a stable operating environment and attaining maximum utilization of system facilities. Operates and monitors console systems and peripheral equipment such as printers, disk drives and tape readers. Troubleshoots and restores routine technical service and peripheral equipment, schedules production runs, performs system backup process, disaster recovery tests, loads tapes, disks and paper as needed. Assists programmers and systems analysts in running jobs that are used for testing and debugging new programs.</p>	Associate's or Bachelor's Degree or technical institute degree/certificate in Computer Science, Information Systems, or other related field. Or equivalent work experience.	1	\$60.45

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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)
42	2840	Manager, Capacity Planning	Develops, manages and forecasts capacity requirements based on business needs and IT infrastructure growth capacity. Facilitates the development of policies to ensure that existing capacity is being used as efficiently as possible. Ensures data recovery, maintenance, data integrity and space requirements are met across a variety of platforms. Ensures that capacity workload modeling and availability analysis is performed for a variety of platforms and large environments. Serves as an expert resource to IT groups in planning the resource requirements for systems under development. Presents statistical availability and trend analysis and recommendations to IT management, IT leadership, and the business, as needed. Ensures reliability and availability of platforms to meet business objectives.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience	7	\$144.49
43	2850	Manager, Production Support	Manages the daily operations of the Production Support group. Develops and implements policies and procedures for the production support function which includes operator training and development, scheduling, installation and re-start and recovery procedures. Monitors and reports all production outages. Performs proactive analysis on all factors impacting high availability and service level attainment. Requires interaction with appropriate IT and business unit personnel. This position requires in-depth knowledge of computer operations, monitoring and control, systems recovery and production processing control.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	7	\$144.81
44	2860	Production Support Analyst	Manages and controls the processing of programs and peripheral equipment on mainframe and/or distributed computer systems to ensure the highest levels of service and system availability are attained. Establishes production runs, ensuring that appropriate job control language, run documentation and data files are available. Assists in job set-up. Performs problem identification, escalation and resolution. Communicates status of operations to allow for immediate response to service disruptions.	Bachelor's Degree in Computer Science, Information Systems, or a related field. Or equivalent work experience.	3	\$99.95
45	3000	Manager, Telecommunication Operations	Manages the operations, daily planning, engineering, design, and resource allocation for the enterprise's telecommunications functions. Ensures customer satisfaction through quality standards and measures by evaluating the performance of telecommunications networks and related interfaces. Responsible for strategic telecommunications planning and works with senior IT leadership to coordinate telecommunication plans with those of the business. Develops and implements standards, procedures, and processes for the telecommunications group. Plans and manages the support of new technologies, performance and reliability. Defines and negotiates service level agreements. Oversees and coordinates the daily activities of the operations center. Performs a coordination role with enterprise management, vendors and customers.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	7	\$182.89

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46	3010	Telecommunication Engineer	<p>Responsible for engineering and/or analytical tasks and activities associated with areas within the telecommunications function (e.g., network design, engineering, implementation, diagnostics or operations/user support). Monitors the operation of telecom network systems. Performs complex tasks relating to telecom network operations, installation, and/or maintenance for local, off-site and/or remote locations.</p> <p>The scope of responsibility for this position includes, but is not limited to, the configuration, deployment, testing, maintenance, monitoring and trouble-shooting of telecommunications network components to provide a secure, high performance network. Duties also entail quality assurance and testing of transmission mediums and infrastructure components.</p> <p>Serves as technical specialist/lead on a functional basis, for the resolution of complex network problems.</p> <p>Experience should include: moves, adds and changes, fault isolation and resolution, and end-user support.</p> <p>Requires broad knowledge of telecom systems, dial plans, switching architecture, telephony and wiring.</p>	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	3	\$112.81
47	3020	Telecommunication Technician	<p>Under direct supervision, monitors, operates, installs and maintains telecommunications systems and equipment in addition to troubleshooting any type of hardware or software problems to ensure that systems perform in a manner which best meets business needs and objectives. Responsible for the installation, maintenance and repair of telecommunications equipment. Assists in the installation of telecom systems and equipment for new company facilities. Performs telecom network software installations and maintenance of network database for system maintenance and billing support.</p> <p>Possesses knowledge of data scopes, patch panels, modems and various analog and digital signaling systems. Must demonstrate thorough knowledge of T-1 network architecture and operating procedures.</p> <p>Knowledge of line control techniques and communication access methodology is needed. Must be able to read engineering drawings and terminate cables and grounding systems.</p>	Associate's or Bachelor's Degree, or technical institute degree/certificate in Computer Science, Information Systems or other related field. Or equivalent work experience.	1	\$91.52

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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)
48	3200	Director, Electronic Commerce	Responsible for creation, implementation and management of the enterprise's systems in support of business e-commerce. Collaborates with business leadership in the development of an e-commerce strategy and in the prioritization of development work. Must understand business processes. Ensures integration of Internet/Extranet systems architecture with existing enterprise architecture. Develops and implements ecommerce service concepts including: pricing, packaging, product offerings and lifecycle management. Develops site transaction and partnership strategy. Works with appropriate senior management to analyze customer feedback, develop promotional plans, and target marketing for product and service concepts. Possesses overall project management responsibility for all e-commerce development work. Responsible for the integration of the Web site with Product Development, Customer Service and Sales organizations. Manages content creation, input from other marketing groups and editorial calendar. Identifies and manages technology development partners and outside vendors. Maintains currency of new technology and evaluates opportunities for improvement. May manage a team of product managers and content editors.	Bachelor's or Master's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	10	\$214.79
49	3210	Manager, Electronic Commerce	Partners with business units to develop creative solutions using e-commerce technology that will enhance the enterprise's competitive advantage. Directs the implementation of e-Commerce services and businesses for the enterprise or specific business units. Responsible for the daily management of e-Commerce activities and staff. Possesses professional experience and knowledge in a variety of net-centric computing architectures and technologies. Possesses an operational knowledge of key business processes and understands the technology either utilized or needed for their operation. Strong Project Management expertise is essential.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	7	\$136.16
50	3220	Electronic Commerce Analyst	Responsible for the analysis, development, maintenance and support of e-commerce software programs to ensure the needs of the business community are appropriately addressed. Works closely with vendors and trading partners. Duties include the creation and trading of partner profiles, mapping of transactions, establishment of communication links with trading partners and the testing of secure transaction maps and communication links to ensure security, proper identification and capture of required data. Identifies and documents programming requirements for all new transactions. Assists in the development and documentation of policies and procedures for the e-Commerce function.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	3	\$126.90

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51	3230	EDI Specialist	<p>Provides technical expertise and support for Electronic Data Interchange (EDI), and other Business-to-Business communications. Analyzes and develops the EDI interface. Participates in systems design and quality assurance activities. Supports the user community and creates and maintains partner relationships with customers and vendors. Responsible for developing EDI mapping specifications and documentation. Duties include testing, implementing and maintaining EDI transactions, developing and maintaining trading partner definitions including relevant translation objects utilizing EDI translation software tools. Handles communications with trading partners for EDI transaction set-up and ongoing maintenance.</p> <p>Coordinates between trading partners and networks to ensure mapping compliance. Tests and resolves incoming EDI file problems. Develops new business opportunities utilizing EDI. Resolves technical mapping variations or gaps and first-level troubleshooting issues in production environment. Develops guidelines, checklists, procedures and training documentation. Often involved with a variety of client/server platforms.</p>	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	3	\$96.84
52	3400	Director, Data Warehouse	<p>Responsible for the overall architecture, design, development, and maintenance of data warehousing and data mart systems and services for the entire enterprise's business function. Works closely with customers from a strategic perspective to identify and maximize opportunities to utilize data marts and/or data warehouse systems to improve business processes, promote the strategic use of information technology, and enable the work force to use technologies as a competitive tool. Ensures the development of enterprise-wide standards for the Data Warehouse to ensure compatibility and integration of multi-vendor platforms. Responsible for organizational balance and system coherency between front-end desktop/client environment and Data Warehouse back-end processing functions. Provides corporate leadership, vision, and direction for data warehouse systems, in support of the enterprise's business objectives and requirements.</p>	Bachelor's or Master's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience	10	\$243.93

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53	3410	Manager, Data Warehouse	<p>Works with the business and senior IT leadership to identify and establish information requirements, develop and implement data warehouse strategies that utilize data marts and/or data warehouse systems to enhance business processes and manage business intelligence. Leads the activities of data warehouse project teams in the design, development and implementation of data warehouses; and the configuration and auditing of data warehouses to ensure quality control of data. Responsible for overseeing the development, operations and maintenance of data warehouse environment, including organizational balance and system coherency between front-end desktop/client environment and data warehouse back-end processing functions. Provides guidance regarding the use of data warehouse system, capability of systems to deliver information, and subject matter expertise regarding current systems and emerging technology. Needed knowledge includes process and data modeling, data architectural development methodology, project management and extensive knowledge of data warehouses and data marts.</p>	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	7	\$178.83
54	3420	Business Intelligence Architect	<p>Responsible for leading the design and support of enterprise-wide business intelligence applications and architecture. Works with enterprise-wide business and IT senior management to understand and prioritize data and information requirements. Solves complex technical problems. Optimizes the performance of enterprise business intelligence tools by defining data to filter and index that add value to the user. Creates testing methodology and criteria. Designs and coordinates a curriculum for coaching and training customers in the use of business intelligence tools to enhance business decision-making capability. Develops standards, policies and procedures for the form, structure and attributes of the business intelligence tools and systems. Develops data/information quality metrics. Researches new technology and develops business cases to support enterprise-wide business intelligence solutions.</p>	Bachelor's or Master's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	7	\$161.09

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55	3430	Data Warehouse Analyst	<p>Responsible for gathering and assessing business information needs and preparing system requirements.</p> <p>Performs analyses, development and evaluation of data mining in a data warehouse environment which includes data design, database architecture, metadata and repository creation. Uses data mining and data analysis tools. Reviews and validates data loaded into the data warehouse for accuracy. Interacts with user community to produce reporting requirements. Provides technical consulting to users of the various data warehouses and advises users on conflicts and inappropriate data usage. Responsible for prototyping solutions, preparing test scripts, and conducting tests and for data replication, extraction, loading, cleansing, and data modeling for data warehouses. Maintains knowledge of software tools, languages, scripts, and shells that effectively support the data warehouse environment in different operating system environments. Possesses working knowledge of Relational Database Management Systems (RDBMS) and data warehouse front-end tools. Must have an extensive knowledge of data warehouse and data mart concepts.</p>	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	3	\$126.80
56	3440	Data Warehouse Administrator	<p>Provides data warehouse support functions including database maintenance, development and enhancement.</p> <p>Performs database administration functions such as loading data into database from external sources, supports users in constructing queries and generating output files. Responsible for on-going design and performance enhancement, which include reviewing queries for performance issues, estimating, monitoring and tuning the warehouse as it operates. Develops and administers processes to ensure interoperability and security of data warehouse system. Must possess a strong understanding of source data, data modeling, and data repository requirements.</p>	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	3	\$127.04

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57	3600	Manager, Decision Support	<p>Acts as liaison between business and IT leadership regarding the identification of business critical information and knowledge (e.g., customer and market data), and its usage and availability. Manages the Decision Support staff to ensure that the Decision Support Systems (DSS) and Executive Information Systems (EIS) are built to meet the information needs of the business leaders and various business units. Has full understanding of corporate strategies and must manage the diversity of needs and prioritize those needs based on the overall business strategy of the organization.</p> <p>Works closely with key business leaders to define critical information needs, providing guidance regarding availability of data, capability of systems to deliver information needs, and subject matter expertise regarding current systems and emerging technology. Leads the research, evaluation and selection of new technologies.</p> <p>Leads cost and feasibility studies. Ensures project management process is in place, provides resource management and ensures quality and timely solutions. Needed knowledge includes process and data modeling, data architectural development methodology, IT planning methodology, consulting and facilitation, project management and extensive knowledge of the enterprise's data and decision-making processes.</p>	<p>Bachelor's Degree in Computer Science, Information Systems, Business Administration, or other related field. Or equivalent work experience.</p>	7	\$150.89
58	3610	Decision Support Specialist	<p>Works closely with customers and design teams in prioritizing data and information requirements. Determines how Decision Support Systems (DSS) and Executive Information Systems (EIS) will provide the information required to make effective business decisions; translates requirements into applications that employ appropriate decision support and reporting tools. Involved in the design, development and maintenance of DSS. Performs modeling of data sources and flows, works with data management staff to define an operational framework that will define, develop and implement DSS, EIS, policies and security frameworks to ensure precise and secure delivery of knowledge and information. Monitors system performance, implements changes to optimize performance. Involved in the selection of new products. Needed skills and knowledge includes process and data modeling, DSS architecture and tools, development life cycle methodologies, IT planning methodology, extensive knowledge of the enterprise's data and decision-making processes.</p>	<p>Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.</p>	3	\$97.80

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59	3620	Decision Support Administrator	Supports the user community in the use of business intelligence tools to query files and databases for report outputs. Assists customers in use of OLAP tools, extracts and collects data for performing queries and writing reports. Reviews queries for performance issues, making changes as needed. Participates in the design and development of the system, as well as creation of user documentation. Monitors customer usage, upgrades enterprise-wide OLAP query and reporting tools, monitors batch queries and ensures interoperability and security of various front-end components. Maintains meta data coordination, and supports production system. Needed knowledge includes process and data modeling and data architectural development methodologies.	Associate's or Bachelor's Degree or technical institute degree/certificate in Computer Science, Information Systems, or other related field. Or equivalent work experience	1	\$138.11
60	3800	Manager, CRM Technology	Responsible for leading a team in analyzing and determining business requirements and managing the planning and execution of Customer Relationship Management (CRM) technology and associated programs to achieve business objectives of enhancing customer satisfaction, optimizing profitability and developing longterm customer loyalty. Acts as a liaison between the IT and business communities in developing and implementing CRM solutions, manages the business impact of all CRM projects. Oversees the development and improvement of the technology framework that supports the integration of enterprise customer response process through various customer services channels (e.g., mail, email, Web, call center). Partners with Sales, Marketing and the business community to develop CRM strategies and support the development and execution of customer campaigns and promotions by mining the enterprise CRM database. Works closely with data management, infrastructure and development groups to ensure required data and systems are in place to meet the enterprise's CRM needs. Leads the research, evaluation and selection of CRM technologies. Possesses a thorough understanding of data architectural development methodology, process and data modeling, Web and call center technologies for CRM solutions. Has working knowledge of database marketing methodologies and processes, including but are not limited to channel and segment marketing, direct marketing and online marketing. Strong project management skills in planning and monitoring	Bachelor's Degree in Computer Science, Information Systems, Business Administration or other related field. Or equivalent work experience.	7	\$212.54

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61	4000	Knowledge Engineer	<p>Responsible for developing an infrastructure and process to capture knowledge gained by the organization through successful system interventions and enabling its shared use. Oversees the identification of critical knowledge, its usage, availability and the needs of various business groups. Involved in modeling information sources, flows and critical paths, as well as understanding how information is turned into knowledge and the relationship of knowledge and how it supports and enables key business processes. Facilitates the development of supporting knowledge architecture and standards. Works with operations staff to define an operational framework that defines, develops and implements delivery systems, systems management, policies and security frameworks to ensure delivery of knowledge and information to appropriate groups. Possesses expertise in process and data modeling, architectural development methodologies, IT planning methodologies and extensive knowledge of the enterprise's business and decision-making processes. Must possess strong leadership skills to gain credibility with various business leaders and stakeholders. Makes complex IT and business decisions. Works with other IT groups to ensure solid cross-functional decisions are made as a team.</p>	Bachelor's or Master's Degree in Computer Science, Information Systems, Business Administration, or other related field. Or equivalent work experience.	7	\$170.66
62	4200	ERP Team Lead	<p>Accountable for providing overall direction and integration for a specific ERP module, functional and/or business area. Understands the business strategy of a particular function/area and works with the team to define business requirements. Communicates and coordinates with other Team Leads, business leadership, and Project Manager to ensure appropriate integration of processes and modules across the enterprise. Oversees, defines and monitors critical path activities and resolves issues or escalates issues to the Project Manager as needed. Drives the design and implementation of new business processes with organizational structure and required ERP configuration. Must possess an in-depth understanding of the business function/process supported, and also be viewed as a credible representative of that business function/process. Successful implementation is dependent on the ability of the incumbent to influence business leadership and management decisions and drive ownership and acceptance of changes to the business.</p>	Bachelor's Degree in Computer Science, Information Systems, Business Administration, or other related field. Or equivalent work experience.	7	\$165.14

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63	4210	ERP Team Member	<p>Responsible for documenting the "to-be" processes, defining performance metrics and identifying and resolving process gaps. Has a strong understanding and experience in the ERP methodology used by the organization.</p> <p>Responsible for mapping the business processes to ERP modules (often in conjunction with consultants) and participates in user acceptance testing. Often is involved in the creation of documentation and training materials, and may deliver training during implementation. May also act in a system support role immediately after implementation. Incumbents in this position come from the business, with an expert level of understanding of all of the business processes of the function they represent. They also serve as a communications liaison to the business during the implementation.</p>	Bachelor's Degree in function represented in the business. Or equivalent work experience	3	\$135.14
64	4220	ERP Configurer	<p>Performs functional analysis, requirements, definition and ERP module configuration and testing. Responsible for conducting prototypes, developing functional specifications, data mapping, function mapping, setting of configuration tables and setting of transaction/control tables. Has a thorough understanding of the business processes and flows to enable the analysis of business requirements and the development of solutions for the business functions. Responsible for the identification of and resolution of gaps in the business processes.</p> <p>Involved in security/authorization set-up, user documentation, data interface design, data migration and reconciliation. May be involved in the installation and tuning of modification, as well as archiving data.</p> <p>Generally this position has light programming skills in the appropriate language to develop necessary "work arounds."</p>	Bachelor's Degree in Computer Science, Information Systems, Business Administration, or other related field. Or equivalent work experience.	3	\$85.05
65	4230	ERP Programmer/Analyst	<p>Applies system solutions to business problems through the design and programming of automated systems. Configures, analyzes, designs, develops, and maintains ERP program codes and applications to support business processes and functions. Works on elements of large, complex installations. Performs all aspects of programming assignments and assists with systems design. Fully knowledgeable in ERP programming languages. Applies knowledge and experience with technology and application development methodologies to perform basic systems analysis techniques, testing, debugging, file design and storage.</p>	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	3	\$113.69

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66	4240	ERP Systems Support Specialist	Serves as single point-of-contact for end-users after Power Users have assisted end-users. Performs problem identification and on-the-spot training to prevent problem reoccurrence and knowledge transfer. Escalates Tier 2 problems to appropriate support (e.g., technical experts or process experts). Maintains history reports, identifies and addresses re-occurring problems, and assists in the development and execution of ERP and business process best practices across the organization. Performs basic fixes and data maintenance. May develop on-line help and update systems support help scripts. This position is very similar in responsibilities and tasks to a help desk position, but the impact to the organization due to errors is more significant. This position requires more advanced training than a similar help desk position.	Bachelor's Degree in Computer Science, Information Systems, Business Administration, or other related field. Or equivalent work experience.	3	\$95.09
67	4250	ERP Systems Administrator	Responsible for ensuring the performance and reliability of ERP systems. Performs troubleshooting for hardware, software and system problems that involve ERP modules. Participates in projects to implement or enhance ERP systems and applications. Works with database administrator and ERP development team in defining user requirements, coordinating system-wide updates and installing upgrades and patches for ERP systems. Provides recommendations for enhancements/changes that may involve custom design, optional and third party products to improve the efficiency and effectiveness of ERP systems. Maintains ERP systems security through user profile management, creates and updates access permissions and maintains user accounts. Monitors and maintains performance metrics for system features, recommends and takes corrective/preventive actions. Participates in the design, development and implementation of test and production objects. Performs configuration, change management and testing activities as required. Consults users on technology changes that will impact work processes.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	3	\$114.15
68	4600	Basis/Ale Technical Consultant	Provides the highest level of technical expertise and consulting on SAP Basis or its successor, SAP Web Application Server systems to process teams and IT staff. Establishes the infrastructure standards and requirements. Evaluates, directs and supports SAP Basis and/or Web Application Server system enhancements and performs quality assurance functions. Researches and implements solutions for Basis and/or Web Application Server functionality in the areas of performance monitoring and tuning and systems configuration, design and implementation. Provides highest degree of technical engineering and support to the SAP team. Must have extensive experience in operating systems and programming languages, such as ABAP, Java and J2EE.	Bachelor's or Master's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	5	\$156.89

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69	4800	Chief Sourcing Officer	Responsible for the development and implementation of an overall IT sourcing strategy in a multi-sourced IT environment. Acts as an integral part of the CIO's leadership team, works closely with other IT and business leaders to develop and execute the IT sourcing strategies and programs. Leads the IT Sourcing Office in evaluating and determining the most cost-effective and efficient means of sourcing, acquiring and delivering IT products and services. Responsible for making strategic decisions on what should be in-sourced and what should be outsourced based on the IT and business strategic direction. This role focuses on the sourcing at an enterprise level and is responsible for creating the governance mechanism that is necessary to continuously coordinate and integrate the teams of vendor relationship management, contract management and administration, IT project and asset management.	Bachelor's Degree or Master's Degree in Computer Science, Information Systems, Business Administration, or other related field. Or equivalent work experience.	10	\$224.39
70	4810	Manager IT Procurement	Recommends and establishes the IT procurement strategy, processes, and procedures that are consistent with corporate policy, IT project requirements and sound commercial, legal and ethical practices. Responsible for the systematic execution of processes and procedures for the timely and cost effective purchasing of IT products and services. Manages the activities of the IT procurement function, including the collection and execution of purchase orders, negotiation of bids from vendors, placement and tracking of purchase orders and coordination and reconciliation of invoices for processing. Manages the full cycle of all IT purchases, agreements and contracts from initiation to completion. Manages supplier relationships and service level administration for vendors. Acts as a liaison between IT and vendors in major dispute resolution concerning supplier performance. Evaluates supplier base for cost savings opportunities. Identifies and engages services of new suppliers in support of IT requirements.	Bachelor's Degree in Business Administration, Finance, Accounting, or other related field. Or equivalent work experience.	7	\$155.84
71	4820	IT Procurement Specialist	Participates in the selection and implementation of IT supplier sourcing strategies to ensure high quality, on time delivery and cost competitiveness. Responsible for the collection and execution of purchase orders. Solicits, receives and analyzes proposals, quotations and tender submissions and recommends selection of suppliers in accordance with corporate policies and legal compliance. Tracks purchase orders and reconciles invoices in preparation for payment processing. Acts as a point of contact for IT in regards to vendor performance, including on-time delivery, quality of products and services acquired and problem resolution. Coordinates with Asset Management to ensure effective inventory management.	Bachelor's Degree in Business Administration, Finance, Accounting, or other related field. Or equivalent work experience.	3	\$81.29

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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)
72	5000	Manager, Vendor Relationships	<p>Develops and implements the strategic sourcing and vendor relationship strategies. Manages the selection, acquisition and monitoring of contractual agreements for hardware, software and IT services for the enterprise. Works closely with the business and IT to understand their needs and serves as the IT point of contact for all purchases, deliveries and problems with products and services. Articulates and negotiates service level agreements. Works with Asset Management to ensure appropriate use of corporate funds. Develops, or assists in the development of Request for Information (RFIs), Request for Proposal (RFPs) and business cases. Qualifies vendors and maintains an approved vendor database and tracking system. Establishes standards and procedures for evaluating products and services. Serves as the primary interface between the service provider and the business. Maintains contact with vendors to manage the status and quality of orders and the progress toward contractual commitments. Provides status updates on purchases, escalates delivery problems as necessary to affect minimal impact to the operation. Follows up with IT management to ensure satisfaction with delivered products and services and addresses any problems or concerns. Participates in the budget process, such as annual budget planning, providing cash flow for other departments, quarterly reconciliation and ad hoc expense reports. Continually seeks optimal value in service from vendors.</p>	Bachelor's Degree in Computer Science, Information Systems, Business Administration, or other related field. Or equivalent work experience.	7	\$183.74
73	5010	Manager, Outsourcing Contracts	<p>Responsible for all activities relating to the outsourcing contract management function. Leads contract efforts from contract signing, through vendor transition and current operational state. Establishes metrics, process and procedures and oversight management model required to ensure optimum vendor delivery, service, quality and pricing. Monitors vendor contracts to ensure terms and conditions are met; defines and manages vendor penalties/incentives if performance does not meet established criteria/exceeds established criteria. Interprets the contract for the enterprise. Sets vendor directions and priorities. Creates, negotiates and incorporates contract amendments. Renegotiates contract, if required, to accommodate scope changes or changes in business requirements. Reviews vendor proposals and negotiates pricing/terms. Reviews vendor invoices for accuracy, and owns enterprise budget responsibility for the outsourcing expense. Serves as first point of negotiation for vendor disputes. Complexity of position can vary significantly depending on deal size/scope, single vs. multiple contract responsibility, and whether responsibility covers IT outsourcing contracts exclusively or all enterprise outsourcing contracts.</p>	Bachelor's Degree in Business Administration, or other related field. Or equivalent work experience.	7	\$149.58

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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)
74	5020	Contracts Manager	Manages and controls the contractual relationship with service providers. Coordinates contract activities, including contract development, negotiation and transition. Monitors vendor contracts to ensure conditions are met. Defines and manages vendor penalties and incentives, if performance does not meet or exceed established criteria. Creates, negotiates and incorporates contract amendments, renegotiating the contract, if required, to accommodate scope changes or changes in organization requirements. Reviews contract budget variances and takes corrective action as needed.	Bachelor's Degree in Business Administration, or other related field. Or equivalent work experience	4	\$113.08
75	5040	Finance/Administration Specialist	Responsible for the financial administration practices and procedures associated with the management of vendor contracts. Reviews vendor charges, identifies disparities and resolves basic issues with the service provider. Monitors contract budget performance, identifying variances and recommending corrective actions. Allocates costs across the enterprise and performs regular audits to ensure contract compliance. Performs cost benefit analyses and supports Vendor Relationship Management team in developing the business cases necessary to gain approval for vendor-supplied services.	Associate's or Bachelor's Degree in Business Administration, Finance or other related field. Or equivalent work experience.	2	\$133.46
76	5200	Technical Advisor	In an outsourcing environment, works with service providers to ensure their in-scope technical solutions are consistent with enterprise's business strategy and architecture. Works closely with business unit managers and quality assurance staff to review service provider problems, to analyze and validate the accuracy of information and the feasibility of solutions. May troubleshoot performance issues and resolve problems with service providers. Tracks industry trends and maintains knowledge of new technologies in the area of expertise to better evaluate business unit service requests and service provider proposals. Keeps current on the participating business strategies and advises when solutions may or may not be leveraged across the enterprise. Understands the value of technology in the enterprise's business processes, works with service providers to identify opportunities for innovation, cost reduction and improved efficiencies and reviews service provider solutions. In addition, this role provides input into the in-scope technical architecture for outsourcing projects.	Bachelor's or Master's Degree in Business Administration, or other related field. Or equivalent work experience	7	\$152.55

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77	5400	Asset Manager	<p>Manages the administration of IT inventory, asset management, and technical service contracts. Maintains and manages software license information and updates. Works with Manager, IT Procurement in the development of enterprise-wide IT purchasing standards and procedures. Creates and manages enterprise-wide asset management systems and serves as liaison to the Finance and Legal departments as it relates to the functions of this position. Ensures corporate and legal guidelines are followed for managing IT hardware and software assets.</p> <p>Responsible for the evaluation, recommendation, and implementation of asset management systems for all IT technical assets. Provides support to the Finance department by providing asset information and managing the physical inventory control. Defines requirements for asset acquisition and procedures to include management and disposal strategies for the enterprise. Responsible for asset budget preparation, coordinates with IT Procurement on receipt of purchase orders, invoice processing and reconciles changes in inventory.</p> <p>Experience required includes extensive asset and financial management.</p>	Bachelor's Degree in Business Administration, Finance, Accounting, or other related field. Or equivalent work experience	7	\$131.33
78	5410	Asset Management Administrator	<p>Administers IT purchase and inventory system and management system. Updates and administers asset databases, tracking life cycle of all assets. Receives and manages inventory, ensures security of assets while in inventory. Maintains and manages supplier records, service level agreements, software license information and updates, and assists in developing enterprise-wide IT purchasing standards and procedures. Receives new equipment/software requests and monitors procurement and deployment activities. Verifies financial data (e.g., leased, depreciated or expensed), and monitors and reconciles changes in inventory and performs spot checks to ensure process and system quality.</p>	Associate's or Bachelor's Degree in Business Administration, Finance, Accounting, or other related field. Or equivalent work experience	1	\$80.44

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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)
79	5500	Director, HR/IT	<p>Acts as the strategic liaison between HR and IT. Provides HR leadership support and counsel to the IT organization in the areas of workforce planning, recruiting, training and career development, organization design, performance management, compensation, recognition and change management. Works with CIO and IT leadership team to develop a people strategy that supports the goals of the IT organization. Develop action plans and strategies to address particular IT workforce needs. Promotes innovation and continuous improvement in the IT organization.</p> <p>Works with the IT leadership team to drive broad cultural change and position the organization for long-term success by helping to build a high performing IT workforce. Analyzes and presents information to the IT leadership team that enables good decision making and encourages the focus around key people issues.</p> <p>Ensures IT human capital management practices and programs align with and are in compliance with corporate HR policies and standards.</p> <p>This position may have a joint reporting function into human resources and senior IT leadership (the CIO). This is a multifaceted position requiring a broad combination of skills spanning human resources, general management capabilities, and a solid understanding of IT functions, roles and responsibilities.</p>	Bachelor's or Master's Degree in Business Administration, Human Resources, or other related field. Or equivalent work experience.	10	\$198.30
80	5600	Manager, HR/IT Staffing	<p>Develops and implements sourcing strategies and programs to recruit and select both permanent and contracted staff for the IT organization. Viewed as the in-house consultant on recruiting and retention practices, and strategy. Manages a variety of recruiting efforts, which may include college and Internet recruitment, and use of recruitment firms. Ensures legal and corporate hiring policies are adhered to. Leads succession planning process; performs forecasting needs based on changes within the organization (e.g., retirement statistics, planned moves, reorganizations); creates and maintains a recruiting plan accordingly. Manages the recruitment process, screening process, conducts interviews for permanent and contract staff (including basic technical interviews), makes recommendations for hire and manages the extension of offers.</p> <p>Has a strong understanding of the competitive marketplace (e.g., key competitors for employees, compensation pressure points, "hot" skills, and competitors' differentiators). Proactive in representing IT issues and needs to HR leadership and is active in the HR and IT community to build awareness of the organization.</p> <p>Manages the relationship with contract staff vendors, negotiates contracts and pricing and maintains records of use of contracted services. May make hiring decisions for selected positions. Viewed as critical and respected resource to IT, and an advocate of IT needs to HR.</p>	Bachelor's Degree in Business Administration, Human Resources, or other related field. Or equivalent work experience.	7	\$116.21

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81	5610	Technical Recruiter	<p>Responsible for sourcing and recruiting IT professionals for the enterprise. Works with management to define candidate qualifications. Interprets the organization's recruiting strategy, identifies sources, develops and executes recruiting plans to meet the organization's technical staff needs. Utilizes multiple channels to recruit candidates, which may include, but is not limited to, colleges, job fairs, Internet, employee referrals, recruitment firms. Identifies, screens and interviews qualified candidates. Conducts background checks and obtains references in accordance with established procedures. Must possess working knowledge of technology used in the enterprise and understanding of skills required for each technical position. Must have ability to establish strong relationships with various recruitment sources to secure a candidate pool as needed.</p>	Bachelor's Degree in Business Administration, Human Resources, or other related field. Or equivalent work experience.	3	\$131.04
82	5620	HR/IT Generalist	<p>Responsible for providing the IT organization with exclusive, full range HR functional support. This involves functions such as recruiting (including college recruiting), maintaining employee personnel records, performance management consulting on organizational/personnel issues, managing compensation and benefits, addressing issues related to employee and labor relations—including AAP and EEO matters, often assessing training needs and designing and presenting training programs. May be involved in grievance and arbitration investigation and preparation, labor contract administration and contract negotiations. Typically involves interaction with department heads, supervisors, and employees on HR related issues, including personnel policies and procedures, investigations and recommendations on employee disciplinary actions, job analysis and organizational review. Demonstrates knowledge of the IT industry and the business, as IT is their sole customer. Assists in developing and administering enterprise-wide HR policies (e.g., drug and alcohol control programs, work rules). Also involved in developing and maintaining employee communications programs through the design of newsletters and information campaigns for the purpose of informing the organization of HR policies/issues.</p>	Bachelor's Degree in Business Administration, Human Resources, or other related field. Or equivalent work experience.	3	\$117.30

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83	5800	Documentation Specialist/Technical Writer	<p>Responsible for creation and maintenance of IT documentation. Translates technical and/or complicated information into clear, concise documents appropriate for various target audiences. Works with Development, Quality Assurance and Technical Support to produce a wide variety of technical publications including instructional materials, technical manuals, product documentation and the like for use by both the IT and business community. Interviews subject matter experts and technical staff to collect information, prepare written text, and coordinate layout and material organization. Researches information such as drawings, design reports, equipment and test specifications to fill any gaps. Reviews, critiques, and edits documentation including design documents, programmer notes and system overviews. Requires knowledge of company product lines and document structure. Depending on the industry/work environment, such documents may include various media, including written and video. Responsibilities include maintenance of internal documentation library, providing and/or coordinating special documentation services as required, and oversight of special projects. Must have strong organizational and project management skills and excellent writing and editing skills.</p>	Bachelor's Degree in Journalism, Technical Writing, Business Administration, or other related field. Or equivalent work experience.	3	\$96.29
84	6000	Manager, IT Finance	<p>Provides financial management for the IT organization. Leads the analysis, development and implementation of financial services for IT planning and control. Analyzes and prepares IT budget and develops proposals with supporting documentation and justification. Leads analysis on IT financial conditions, business compliance matters and effectiveness of strategies and programs to business objectives, develops recommendations for senior IT leadership team for a variety of business issues. Provides financial statements for IT leadership team such as monthly budgets and summary reports. Audits and approves invoices for contract payment. Develops financial metrics and conducts audits to ensure compliance. Drives common accounting practices, reconcilements and consistent reporting. Ensures the compliance with all federal and state legislations as well as internal policies and procedures. May be in charge of developing an appropriate pricing model and chargeback scheme for IT services.</p>	Bachelor's Degree in Finance, Economics, Accounting, or other related field. Or equivalent work experience	6	\$159.00

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85	6100	Director, IT Risk and Compliance	Leads, develops and maintains the IT risk and compliance management strategy. Develops and maintains policy, standards, processes and procedures to assess, monitor, report, escalate and remediate IT risk and compliance related issues. Works collaboratively with corporate compliance, internal auditing and corporate risk management and various technical teams in the design and implementation of audit, risk assessment and regulatory compliance practices for IT. Leads cross-functional teams in performing reviews and tests of IT internal controls to ensure that existing IT systems are operating as designed and that they contain adequate controls. Facilitates risk assessments and identifies risk themes. Proactively promotes enhancement of technology-related internal controls awareness and training across IT and business units. Monitors and analyzes technology risk trends, recommends appropriate IT policies, procedures and practices to strengthen internal operations. Directs IT functional teams in the development, implementation, monitoring and reporting of control processes, documentation and compliance routines. Advises IT and business executives on the status of technology risk and compliance issues based on assessment results and information from various monitoring and control systems. Educates IT and business executives on appropriate mitigation strategies and approaches. Provides oversight regarding audit, regulatory and risk management activities across IT functional areas, such as the development and maintenance of regulatory Leads and manages internal audit function for information systems audits and compliance-related work (e.g., Sarbanes-Oxley Act compliance) using generally applicable and accepted standards and framework for IT audit (e.g., COBIT). Develops and implements an IT audit strategy and plan to review technical systems controls, identify control weakness and communicate significant control and compliance risk to senior management. Provides recommendations to correct or mitigate IT systems control and compliance weaknesses. Works with corporate and IT risk management team in developing and implementing internal control policies in a wide variety of IT processes. Promotes compliance with regulatory requirements and IT best practices, especially with respect to project management, systems development and information security. Provides control-related consultancy to management teams and ensures the existing/new applications and/or technology infrastructure elements comply with enterprise security, control and audit standards in addition to passing local and federal regulatory examinations. Supervises and conducts audit activities. Prepares audit reports, advises IT leadership and business line management about the status of technology-related internal control and compliance issues, makes recommendations for risk mitigation, process, control or cost improvement approaches. Plans, manages, directs and reviews the work of technical auditors and consultants	Bachelor's Degree in Computer Science, Information Systems, Business Administration, or other related field. Or equivalent work experience.	10	\$245.40
86	6200	Manager, IT Audit	Leads and manages internal audit function for information systems audits and compliance-related work (e.g., Sarbanes-Oxley Act compliance) using generally applicable and accepted standards and framework for IT audit (e.g., COBIT). Develops and implements an IT audit strategy and plan to review technical systems controls, identify control weakness and communicate significant control and compliance risk to senior management. Provides recommendations to correct or mitigate IT systems control and compliance weaknesses. Works with corporate and IT risk management team in developing and implementing internal control policies in a wide variety of IT processes. Promotes compliance with regulatory requirements and IT best practices, especially with respect to project management, systems development and information security. Provides control-related consultancy to management teams and ensures the existing/new applications and/or technology infrastructure elements comply with enterprise security, control and audit standards in addition to passing local and federal regulatory examinations. Supervises and conducts audit activities. Prepares audit reports, advises IT leadership and business line management about the status of technology-related internal control and compliance issues, makes recommendations for risk mitigation, process, control or cost improvement approaches. Plans, manages, directs and reviews the work of technical auditors and consultants	Bachelor's Degree in Computer Science, Information Systems, Business Administration, or other related field. Or equivalent work experience.	7	\$166.21

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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)
87	6210	IT Auditor	Responsible for planning and performing audits of information systems and related processes in a multiplatform environment. This may include reviewing organizational IT policies, standards and procedures and providing advice on their adequacy, accuracy and compliance with government guidelines and regulatory requirements (e.g., Sarbanes-Oxley Act); assisting management in the identification and assessment of technology related risks, and reporting on the adequacy of risk-based controls; evaluating business related controls for integrated IT and business auditing efforts. Participates in new system development and implementation reviews by reviewing project documentation, conducting interviews, assessing work completed. Ensures that development efforts are in compliance with organizational policies, standards and procedures, and controls are adequately incorporated into the systems; identifies areas of opportunity for process, control or cost improvement. Works with outside auditors to help reconcile discrepancies or support the external auditing functions and local, federal examinations. May be responsible for developing and implementing tools to support automated audit effort. May perform due diligence and special review(s) work as required by management. Has working knowledge of generally applicable and accepted auditing standards and framework (e.g., COBIT) and best practices for IT services management (e.g., ITIL), government guidelines	Bachelor's or Master's Degree in Computer Science, Information Systems, Business Administration, or other related field. Typically requires an IT auditing professional designation (e.g., Certified Information System Auditor (CISA)) or accounting professional designation (e.g., CPA).	5	\$116.07
88	6400	Business Management Specialist	Assists with the daily operations and provides general administrative support to the assigned IT organization. Responsibilities may include participating and assisting in the preparation of annual business plan for the assigned IT functional area, coordinating the contract management efforts, such as the development of requests for proposals (RFP) and supporting the development and final execution of contracts. Maintains annual expense budgets utilizing proper accounting/budgeting controls, enters financial data into tracking system and provides regular and ad-hoc financial status reports. Implements cost allocation program, and responds to basic questions and concerns from the business areas. Reviews contract invoices, identifies disparities and resolves basic issues with the vendors. May serve as the liaison between IT technical teams, resource manager and human resources organization to develop and implement appropriate IT talent management activities. May participate in the development, implementation and maintenance of communication strategies and plans.	Bachelor's Degree in Computer Science, Information Systems, Business Administration or other related field. Or equivalent work experience.	3	\$126.14

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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)
89	6600	Manager, Technical Training	<p>Manages the IT training life cycle, including needs analysis, training strategy and development and delivery of training programs and tools for IT professionals and end-users. Additionally, implements and manages a skills management and competency development process for the IT professional staff and end-user community.</p> <p>Coordinates or provides services to identify business and subsequent training drivers for the organization and identifies technology drivers for the analysis of roles and their associated skills and competencies. Leads analysis of current skills to identify skill gaps and works with IT to prioritize skills training and development imperatives. Ensures a technical learning environment exists in the organization. Responsible for ensuring capability of technology is maximized through effective training, resulting in transfer of knowledge and skills that support organizational needs.</p> <p>Oversees the development of curriculums and specific courseware to address skill gaps for IT professionals and end-users, and oversees the selection and usage of various training delivery systems and certification/testing methods to assess the effectiveness and efficiency of programs. Measures training return on investment (ROI) and helps to pilot test new training techniques, strategies, tools and processes to increase training effectiveness.</p>	Bachelor's Degree in Instructional Technology, Computer Science, Information Systems, Education, or other related field. Or equivalent work experience.	7	\$158.32
90	6610	Technical Trainer	<p>Responsible for the creation, and delivery of training and development programs to all levels of end-users and IT professionals. Involved in training needs assessment process and vendor selection. Works closely with both IT and the business to understand system and training needs for applications and packages supported.</p> <p>Develops documentation for custom applications and packaged applications, using a variety of mediums as needed. Designs training programs, classes, workshops, and Computer Based Training (CBT) and on-line help. Delivers training to a variety of audiences, understanding and applying adult learning principles. More junior position works on and delivers training programs for standard packages and productivity tools (e.g., Word, Excel, e-mail). More senior position delivers technical training to IT professionals, and requires in-depth knowledge and experience in the systems/applications/programming languages supported (e.g., Oracle, NT, C++).</p>	Bachelor's Degree in Instructional Technology, Computer Science, Information Systems, Education, or other related field. Or equivalent work experience.	3	\$88.14

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91	6800	Security Manager	<p>Manages the development and delivery of IT security standards, best practices, architecture and systems to ensure information system security across the enterprise. Implements processes and methods for auditing and addressing non-compliance to information security standards; facilitates migration of non-compliant environments to compliant environments. Conducts studies within and outside the organization to ensure compliance with standards and currency with industry security norms. Manages and participates in the planning and implementation of security administration for all IT projects. Responsible for evaluation and selection of security applications and systems. Makes recommendations and assists in the implementation of changes to work methods and procedures to make them more effective or to strengthen security measures. In organizations where customers or vendors access databases/applications, security takes on a higher level of criticality for the protection of corporate intellectual capital.</p>	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	7	\$171.89
92	6810	Security Analyst	<p>Develops and manages security for more than one IT functional area (e.g., data, systems, network and/or Web) across the enterprise. Assists in the development and implementation of security policies and procedures (e.g., user log-on and authentication rules, security breach escalation procedures, security auditing procedures and use of firewalls and encryption routines). Prepares status reports on security matters to develop security risk analysis scenarios and response procedures. Responsible for the tracking and monitoring of software viruses. Enforces security policies and procedures by administering and monitoring security profiles, reviews security violation reports and investigates possible security exceptions, updates, and maintains and documents security controls. Involved in the evaluation of products and/or procedures to enhance productivity and effectiveness. Provides direct support to the business and IT staff for security related issues. Educates IT and the business about security policies and consults on security issues regarding user built/managed systems. Represents the security needs of the organization by providing expertise and assistance in all IT projects with regard to security issues. Must have extensive knowledge in networking, databases, systems and/or Web operations. More junior level position primarily focuses on security administration; a more senior level position is involved in developing enterprise security strategies, management of security projects and the most</p>	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	4	\$119.28

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93	6820	Data Security Specialist	<p>Responsible for the planning, design, enforcement and audit of security policies and procedures which safeguard the integrity of and access to enterprise systems, files and data elements. Responsible for acting on security violations. Maintains knowledge of changing technologies, and provides recommendations for adaptation of new technologies or policies. Recognizes and identifies potential areas where existing data security policies and procedures require change, or where new ones need to be developed, especially regarding future business expansion. Provides management with risk assessments and security briefings to advise them of critical issues that may affect customer, or corporate security objectives. Evaluates and recommends security products, services and/or procedures to enhance productivity and effectiveness. Oversees security awareness programs and provides education on security policies and practices.</p>	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	4	\$110.25
94	6830	Network Security Specialist	<p>Involved in the full life cycle of network security management. Assists in the development and implementation of security policies, procedures and measures in a networking environment. Responsible for firewall configuration, maintenance, monitoring and other various network security measures. Performs security assessments and reviews networking initiatives for security compliance. Prepares status reports on security matters to develop security risk analysis scenarios and response procedures. Involved in the continual improvement of the network infrastructure and implementation of new security-based technologies. Evaluates and recommends security products for various platforms in the networking environment. Educates users about network security policies and consults on security issues. Must have broad technical knowledge of client/server, network topology and network/infrastructure security.</p>	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	3	\$143.39

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95	6840	System Security Specialist	<p>Develops, evaluates and manages systems security across the enterprise. Areas of concentration include account management, password auditing, network based and Web application based vulnerability scanning, virus management and intrusion detection. Requires technical expertise in systems administration and security tools, combined with the knowledge of security practices and procedures. Assists in the development and implementation of security policies and procedures (e.g., user log-on and authentication rules, security breach escalation procedures, security auditing procedures and use of firewalls and encryption routines). Prepares status reports on security matters to develop security risk analysis scenarios and response procedures. Enforces security policies and procedures by administering and monitoring security profiles, reviews security violation reports and investigates possible security exceptions, updates, and maintains and documents security controls. Involved in the evaluation of products and/or procedures to enhance productivity and effectiveness. Provides direct support to the business and IT staff for systems security related issues. Educates users on systems security standards and procedures. Must have broad technical knowledge of network operating systems (e.g., UNIX, NT).</p>	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience	2	\$103.04
96	6850	Web Security Specialist	<p>Assists in the development and management of Web security policy and procedures for the enterprise. Evaluates information security solutions on Inter/Intranet/Extranet environments. Responsible for monitoring, assessing and reviewing rule base and configurations of firewalls and intrusion detection systems. Performs security assessment reviews of the e-commerce applications for compliance to security policies, standards and practices. Reviews software products and recommends security solutions for various platforms and initiatives. Educates users on the Web security standards and practices. Reviews and prepares status reports on security matters to develop security risk analysis scenarios and response procedures. Ensures compliance to security policies and procedures by administering and monitoring security profiles; reviews security violation reports and investigates possible security exceptions; updates, maintains and documents security controls. Must have knowledge of client/server and Web technologies and a strong understanding of e-commerce operations.</p>	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	3	\$119.39
97	7000	Manager, Business Continuance	<p>Responsible for the implementation and integration of risk management procedures across the enterprise, based on a thorough understanding of key IT services that must be maintained to reduce financial loss and critical customer service capability. Ensures monitoring and testing of business continuance procedures, ensures response to system failures, and is proactive in building processes to minimize/eliminate downtime. Develops service level risk management agreements with the business and with vendors.</p>	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience	7	\$163.94

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98	7010	Business Continuance Specialist	<p>Develops risk management procedures, business continuance scenarios, and contingency plans for central and distributed systems and networks to maintain operations during downtime and/or major disasters.</p> <p>Identifies and makes recommendations regarding critical points of failure. Develops and implements policies and procedures for business continuance and test plans with various operational and support groups in IT.</p> <p>Involved in the evaluation and selection of vendors to ensure service level agreement meet business continuance planning requirements.</p>	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience	3	\$121.64
99	7200	Manager, Product Development	<p>Manages research and development activities relating to the design and development of software or hardware products and qualification or re-qualification of new and existing products. Works with a cross-functional team to ensure fulfillment of product requirements, evaluates product performance and transition products from development to commercialization. Assists in determining product delivery and deployment dates for new product releases, feature and maintenance releases and regular corrective service or service pack releases.</p> <p>Acts as a technical consultant to the product organization and leads research, and prototyping of innovative technologies and products. Ensures the technology and architectural roadmap of engineering is properly aligned with and supports the product/business road map. Acts as a customer liaison on technical issues related to product integration, custom development and requirements. May lead major releases and ensure feature enhancements respond to customer requests. Responsible for product delivery managing schedules and tasks related to all aspects of product development.</p>	Bachelor's Degree in Computer Science, Information Systems, Engineering, or other related field. Or equivalent work experience.	7	\$176.31

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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)
100	7210	Product Architect	<p>Chairs the product architecture team and provides technical leadership in the planning, design and architect phases of software or hardware product development. Identifies, evaluates, and recommends solutions using advanced architectures and technologies to facilitate rapid development and implementation. Understands key competitors' products and differentiating features. Works with a cross-functional team to translate customer requirements into detailed architectural approaches and product specifications, creates realistic development plans and schedules, evaluates and prioritizes requests for product changes and enhancements. Understands business needs as well as customer and market requirements. Applies creativity, in-depth technical and theoretical knowledge, and experience in solving highly complex architectural design problems.</p> <p>Recommends new technology directions or options to maintain products' competitive advantages.</p> <p>Communicates technology design and any related issues to technical and non-technical audiences including customers and technical partners. Prepares and documents product architecture plans. May design technical testing methods to meet target product scalability and performance objectives. Participates in the standards committees and other industry gatherings to track industry trends and maintains knowledge of new technologies to better serve the enterprise's architecture needs.</p>	Bachelor's or Master's Degree in Computer Science, Information Systems, Engineering or other related field. Or equivalent work experience.	7	\$172.50
101	7220	Product Engineer	<p>Responsible for all aspects of software or hardware product delivery and performance. Works with design engineering and test team to drive products from design completion to volume production release. Performs various engineering tests to verify and validate product designs, such as defining and specifying new product Design Verification Test (DVT) requirements and participation in the DVT process. Supports product evaluation and qualification on leading edge technology components. Ensures that production schedules are followed and product(s) meet specifications and quality requirements. Interacts with product engineering, manufacturing and marketing teams to analyze and provide technical support to help resolve customers' product related problems/issues.</p>	Bachelor's Degree in Computer Science, Information Systems, Engineering or other related field. Or equivalent work experience	4	\$125.43
102	7230	Product Developer	<p>Responsible for designing and developing software or hardware product. Understands business and customer requirements that drive the analysis and design of technical solutions. Participates in all phases of product development lifecycle, including the analysis, design, test and integration of products. Develops design specifications and parameters that are in compliance with products' architectural blueprints. Researches, evaluates and incorporates new technology and tools to enhance the product development process. Resolves customer complaints with products and responds to suggestions for improvement and enhancements. May assist in development of product user manuals.</p>	Bachelor's Degree in Computer Science, Information Systems, Engineering or other related field. Or equivalent work experience.	4	\$134.57

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103	7400	Manager, Systems Software	Responsible for managing the programming, administration and support activities for the enterprise's operating systems that may reside on multiple platforms. Has a high level understanding of operating systems and foundation architecture. Accountable for operating systems software selection and development and continued maintenance of such systems to improve efficiencies. Develops departmental standards and procedures including systems programming standards and program documentation requirements. Defines and monitors multiple projects, provides technical and administrative supervision. Must interface with members of the IT and user community to coordinate activities relating to the implementation of new software. Provides technical consultation and support to users and other IT staff.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	7	\$203.19
104	7410	Systems Architect	Responsible for providing senior level expertise on decisions and priorities regarding the enterprise's overall systems architecture. Facilitates the establishment and implementation of standards and guidelines that guide the design of technology solutions including architecting and implementing solutions requiring integration of multiple platforms, operating systems and applications across the enterprise. Reviews, advises and designs standard software and hardware builds, system options, risks, costs vs. benefits and impact on the enterprise business process and goals. Develops and documents the framework for integration and implementation for changes to technical standards. Assists in the development of and manages an architecture governance process. Provides technical guidance to project team areas as appropriate. Tracks industry trends and maintains knowledge of new technologies to better serve the enterprise's architecture needs.	Bachelor's or Master's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience	7	\$182.10
105	7420	Systems Software Programmer	Responsible for the analysis, development, modification, installation, testing and maintenance of operating systems software. Possesses a strong understanding of systems programming, graphical user interfaces and control languages. Evaluates vendor supplied software packages and makes recommendations to IT management. Modifies and/or debugs vendor-supplied utilities and packages. Modifies, installs and prepares technical documentation for system software applications. Diagnoses, isolates and de-bugs software problems and performs problem resolution. Monitors systems capacity and performance, plans and executes disaster recovery procedures and provides Tier 2 technical support	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience	4	\$128.47

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106	7430	Groupware Specialist	Responsibilities include defining the business requirements for the organization's next generation of collaborative work tools, which involves working with end-users to develop specifications for the development and implementation of groupware applications (e.g., Lotus Notes, Microsoft Exchange). Based on the business requirements, responsible for the implementation, maintenance and support of groupware systems. Evaluates and recommends associated hardware/software solutions based on business requirements and user needs. Responsibilities include providing technical leadership in the design, development and promotion of selected groupware strategies. Actively involved in engineering and deploying various groupware applications such as team collaborative computing, Internet and wireless access, document sharing and next generation messaging clients.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience	2	\$118.61
107	7440	Systems Administrator	Deploys the release of new technologies as well as designs, installs, configures, maintains and performs system integration testing of PC/server operating systems, related utilities and hardware. Responsible for trouble shooting server problems as reported by users. Researches, evaluates and recommends software and hardware products. Supports Web access and electronic messaging services and maintains a secure systems environment. Provides new hardware specifications to users based on application needs and anticipated growth, installs new servers and maintains the server infrastructure.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	3	\$110.31
108	7450	UNIX System Administrator	Installs, configures, maintains and performs system integration testing of UNIX based operating systems, related utilities and hardware. Responsible for troubleshooting UNIX-based hardware and software problems. Monitors systems activities and fine tunes system parameters and configuration to optimize performance and ensure security of systems. Performs capacity analysis, monitors and controls usage of disk space. Develops procedures for routine administration including backup/restore, shutdown, and startup. Provides recommendations for improving the server environment, such as capacity thresholds, security gaps, patch levels and hardware recalls.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	3	\$126.90

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109	7460	Storage Management Specialist	Provides efficient and reliable storage allocation and defines backup, recovery, archival procedures. Develops and implements business continuity practices for storage management. Installs, configures, tests and implements storage management software and hardware. Monitors use and availability of storage resources. Maintains and modifies backup and recovery procedures to meet high availability and mission critical business needs. Troubleshoots storage related issues and takes appropriate actions. Generates reports and analysis on storage usage. Maintains storage configurations to provide capacity planning and performance monitoring/tuning of systems. Benchmarks, evaluates and makes recommendations for the selection of storage management software and hardware products. Possesses skills and knowledge related to network, operating systems, Storage Area Network (SAN), Network Attached Storage (NAS) and tape backup solutions	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	3	\$120.90
110	7500	Director, Enterprise Architecture	Leads the creation and/or evolution of the enterprise architecture function/program including coordination of an appropriately balanced pursuit of enterprise business, information, technical and solution architectures. Leads the identification and analysis of enterprise business drivers to develop enterprise architecture requirements. Analyzes technology industry and market trends and determines potential impact upon the enterprise. Leads the development of enterprise architecture governance structure based on business and IT strategies. Oversees enterprise architecture implementation and ongoing refinement activities. Directs the development and execution of a communication (including education) plan for enterprise architecture standards. Acts as a sounding board or consultant to IT and business leaders in the development of IT solutions for business needs.	Bachelor's or Master's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience	10	\$242.40

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111	7600	Manager, IT Business Planning	<p>Assists the IT organization in defining and implementing its business plan and goals to support the strategy and goals of the organization. Responsible for working with IT and business leaders to create the business plan for IT. Assists in the cascading of plans to the various IT divisions/departments. Scans the external IT environment to provide a common set of planning assumptions, competitive analysis, current and future market assessments for products and services to the business, and a common set of planning processes and tools to assist those with planning responsibility in IT. Assists IT and business leadership in actualizing the business plans within their own area of responsibility, working with them to ensure that technical and resource decisions link to the overall IT plan. Works closely with the enterprise's business planning leaders to ensure alignment.</p> <p>Responsible for ensuring that business planning and purpose is considered in all key IT decisions, and therefore must be involved in the discussion and decision making process for technology, business, and human resource investments on an on-going basis. Works with Finance and Human Resources to represent the needs of IT and understand the cost and human resources impact of those needs in creating, implementing and adjusting business plans.</p> <p>This position typically reports to the CIO. Ensures alignment of the IT strategy to the business strategy.</p> <p><u>Responsible for ensuring integration of all work performed across all business units. Responsible</u></p>	Bachelor's Degree in Computer Science, Information Systems, Business Administration, Finance, or other related field. Or equivalent work experience.	7	\$181.12
112	7610	Enterprise Architect	<p>Provides overall direction, guidance and definition of an enterprise's architecture to effectively support the corporate business strategy. Responsibilities include researching, analyzing, designing, proposing, and delivering solutions that are appropriate for the business and technology strategies. Must have significant business knowledge and have one or more areas of technical expertise in which they concentrate. Interfaces across several business areas, acting as visionary to proactively assist in defining the direction for future projects. Responsible for conception of solutions, building consensus and the selling and execution of such solutions.</p>	Bachelor's or Master's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience	7	\$168.75

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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)
113	7620	Business Process Consultant	<p>Facilitates the optimization of business unit performance by enhancing the alignment between business processes and information technology. Responsible for actively resolving day-to-day technology needs of the business unit with a focus on the analysis of processes—dissecting problems and suggesting solutions. Includes complex systems process analysis, design and simulation. Must understand technical problems and solutions in relation to the current, as well as the future business environment. Must be able to suggest plans to integrate new and existing processes. Provides input and supports planning and prioritization for business process engineering related activities, including developing the business unit process engineering plan and integrating that plan with the corporate plan. Possesses knowledge and experience leveraging both IT solutions and business process improvements. Participates in continuous review and update to ensure that processes meet changing business unit conditions. Identifies processes for improvement, documents existing processes, identifies and analyzes gaps between current processes and the desired state, designs new processes, develops process performance measures and plans the transition to a new process. Provides counsel and leadership on future use of technology and business process improvements. This requires a high level of understanding of the organization's business systems and processes as well as industry-wide requirements. Must demonstrate expertise in</p>	Bachelor's or Master's Degree in Computer Science, Information Systems, Business Administration, or other related field. Or equivalent work experience	7	\$123.58
114	7630	IT Business Consultant	<p>Works with business leaders and acts as a liaison between IT and business units (typically assigned business units) or vendors. Viewed as integral to the business in any decisions that may be impacted by technology. Acts as a business relationship manager responsible for the collection, analysis, review, documentation and communication of business needs and requirements to the IT organization. Leads the gathering of business needs as well as the design of solutions through direct interaction with business unit leaders. Focuses on developing and improving business processes at all times, assisting with the development of metrics, both within the technology and business organizations. Has a strong understanding of information systems, business processes, the key drivers and measures of success for the business, and the short- and long-term direction of the business and technology. Identifies, proposes and influences business solutions, negotiates deliverables and requirements across multiple business customers or organizations. Ensures that the design and integration of proposed system, software and hardware solutions leads to the development and growth of the business through effective use of technology. Integrally involved in 'buy vs. build' decisions.</p>	Bachelor's or Master's Degree in Computer Science, Information Systems, Business Administration, or other related field. Or equivalent work experience	7	\$108.63

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115	7640	Business Analyst	Serves as a liaison between the business community and the IT organization in order to provide technical solutions to meet user needs. Possesses expertise in the business unit(s) they support, as well as, an understanding of the IT organization's systems and capabilities. Analyzes business partner's operations to understand their strengths and weaknesses to determine opportunities to automate processes and functions. Assists in the business process redesign and documentation as needed for new technology. Translates high level business requirements into functional specifications for the IT organization and manages changes to such specifications. Educates the IT organization on the direction of the business. Negotiates agreements and commitments by facilitating communication between business unit(s) and IT from initial requirements to final implementation. Possesses an understanding of technological trends and uses this knowledge to bring solutions to business units supported to enhance the enterprise's competitive edge. May make recommendations for buy vs. build decision.	Bachelor's Degree in Computer Science, Information Systems, Business Administration, or other related field. Or equivalent work experience.	3	\$104.30
116	7700	Director, Business Relationships	Overall responsibility for serving as the strategic interface with assigned business units for the purpose of business/IT strategy development, solution discovery, service management, risk management and relationship management. Serves as the business relationship linkage between the business units and IT (at the executive level). Provides highly-valued strategic consulting level support and guidance through key IT initiatives. Communicates decisions, priorities and relevant project information to appropriate levels of staff regarding business unit requests, projects and initiatives. Proactively shares knowledge of technology risks and opportunities to build competitive advantage and improve efficiency and effectiveness of business units. Proactively serves as a "trusted advisor", and is the primary point of contact from IT for business line executives, managers and key contacts and represents IT in selling IT services and capabilities. Provides support in delivering technology products and services to ensure business satisfaction. Strives to be a valued and preferred IT service provider to all business partners. Focuses on strategic initiatives and plans, proactive, anticipatory and driving in nature and provides significant value to business units. Facilitates the planning and execution of business changes through the use of technology. Serves a lead role in enabling the business to achieve their objectives through the effective use of technology.	Bachelor's or Master's Degree in Computer Science, Information Systems, Business Administration, or other related field. Or equivalent work experience.	10	\$236.39

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117	7800	Manager, Customer Relations	<p>Overall responsibility for establishing, managing and maintaining strategic relationships with external customers in one or more business segments. Regularly interacts with functional groups within the IT organization to communicate and clarify customer requirements. Performs as liaison between enterprise and end-users, outside vendors, contractors, and consultants to define and establish service and support requirements. Investigates and resolves customer relationship problems. May participate in contract negotiation and administration.</p> <p>Analyzes and determines operational and financial impact of new product and service offerings. Proposes changes or solutions to products and services for optimal business results. Assists in organization change management and functions as an internal consultant in analyzing business processes, assessing and defining customer specifications and requirements, proposing business solutions that prioritizes technology and services needs to satisfy customer requirements, and facilitating solution design, building and testing.</p>	Bachelor's Degree in Computer Science, Information Systems, Business Administration, Marketing, or other related field. Or equivalent work experience.	7	\$151.15
118	8000	Configuration Management Analyst	<p>Provides Configuration Management (CM) support for the customer's software baseline control efforts.</p> <p>Maintains the baseline using automated CM tools. Responsible for maintaining project software and documentation inventory and configuration baselines. Establishes and maintains the CM processes and procedures. Defines and implements procedures for releasing products throughout the whole product life cycle.</p> <p>Serves on the Configuration Control Board (CCB). Produces builds of products for use in testing and in production; identifies and implements processes to strengthen, streamline and automate build processes; serves as an advocate for best practices; drives the development and maintenance of build automation tools; maintains the source code change control; performs distribution partner and corporate client set-ups.</p> <p>Performs software deficiency and change request updates and reporting. Maintains the project notebook library and software development folders. Tracks and maintains the project change requests, impact assessments, incident reports, and software change notices on a continuous basis. Measures and reports on success metrics benchmarking performance against world class measures. Supports management with technical performance data from the CM process.</p>	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience	3	\$100.65

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119	8010	Release/Build Engineer	<p>Develops and maintains the build environment, the source code control system and the issue tracking systems. Creates and tests builds, resolves issues, applies labels to file and communicates build status.</p> <p>Responsible for building scripts and installation procedures. Proactively identifies and implements procedures to streamline the build process which may drive the development and maintenance of an automated build process with automatic notification of build and unit test failure problems to responsible engineers. May assist engineering management in making choices for source code management systems, and other development and testing tools. Knowledge of quality methods and procedures as well as PC, PVCS, UNIX and scripting languages is required for successful performance in this role.</p>	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	3	\$110.62
120	8200	Director, Program Management	<p>Responsible for building and managing the project/program management office/function for IT. Defines and develops enterprise-wide IT project/program management practices, governance standards, processes and metrics. Ensures projects/programs are defined, tracked and communicated in a consistent and effective manner. Incorporates effective change and risk management controls. Partners with IT and business leadership and other key stakeholders to define opportunities, to identify and prioritize projects based on predefined criteria (return on investment, productivity, compliance). Directs project/program managers with business case development. Responsible for ensuring all projects within IT portfolios/programs are delivered on time, within budget and to an agreed quality level. Must possess extensive knowledge and expertise in project/program management, portfolio management methodologies and tools. This is a single incumbent position that typically exists in a large enterprise with multiple program managers and/or project managers as direct reports.</p>	Bachelor's or Master's Degree in Computer Science, Business Administration, or other related field. Or equivalent work experience. Project Management certification is required.	10	\$217.35

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121	8210	Program Manager	<p>Responsible for managing one or more highly complex or enterprise-wide IT program(s) consisting of multiple projects. Develops the program strategy, supporting business case and various enterprise-wide high-level project plans. Ensures integration of projects and adjusts project scope, timing, and budgets as needed, based on the needs of the business. Communicates with IT leadership, business leadership and IT Business Consultants to communicate program strategy, direction and changes. Responsible for delivering all projects contained in the IT project portfolio on time, within budget and meeting the strategic and business requirements. Responsible for tracking key project milestones and recommending adjustments to Project Managers. Partners with senior leadership of the business community to identify and prioritize opportunities for utilizing IT to achieve the goals of the enterprise. Must possess extensive knowledge and expertise in the use of Project Management methodologies and tools. This is a single or multiple incumbent(s) position that typically exists in a small to medium size enterprise with multiple project managers, project leaders and/or project support staff as direct reports.</p>	<p>Bachelor's or Master's Degree in Computer Science, Business Administration, or other related field. Or equivalent work experience. Project Management certification is required.</p>	10	\$165.45
122	8220	Project Manager	<p>Responsible for overall coordination, status reporting and stability of project oriented work efforts. Establishes and implements project management processes and methodologies for the IT community to ensure projects are delivered on time, within budget, adhere to high quality standards and meet customer expectations. Responsible for assembling project plans and teamwork assignments, directing and monitoring work efforts on a daily basis, identifying resource needs, performing quality review; and escalating functional, quality, timeline issues appropriately. Responsible for tracking key project milestones and adjusting project plans and/or resources to meet the needs of customers. Coordinates communication with all areas of the enterprise that impacts the scope, budget, risk and resources of the work effort being managed. Assists Program Manager(s) in partnering with senior management of the business community to identify and prioritize opportunities for utilizing IT to achieve the goals of the enterprise. Must possess extensive knowledge and expertise in the use of project management methodologies and tools, resource management practices and change management techniques. This is a management role with human resource management responsibilities (e.g., hiring, performance management). Manages one or more cross-functional projects of medium to high complexity. More senior role has responsibility for multiple large, complex projects with greater impact to the enterprise.</p>	<p>Bachelor's Degree in Computer Science, Information Systems, Business Administration, or other related field. Or equivalent work experience. Project Management certification or successful completion of a recognized project management curriculum is required.</p>	7	\$137.54

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123	8230	Project Leader	Responsible for overall coordination, status reporting and stability of project oriented work efforts. Establishes and implements project management processes and methodologies for the IT community to ensure projects are delivered on time, within budget, adhere to high quality standards and meet customer expectations. Responsible for assembling project plans and teamwork assignments, directing and monitoring work efforts on a daily basis, identifying resource needs, performing quality review; and escalating functional, quality, timeline issues appropriately. Responsible for tracking key project milestones and adjusting project plans and/or resources to meet the needs of customers. Coordinates communication with all areas of the enterprise that impacts the scope, budget, risk, and resources of the work effort being managed. Assists Project Manager(s) and/or Program Manager(s) in identifying and prioritizing opportunities for utilizing IT to achieve the goals of the enterprise. Must possess advanced knowledge and proficiency in the use of project management methodologies and tools, resource management practices and change management techniques. This is an individual contributor role without human resource management responsibilities (e.g., hiring, performance management). Manages one or more projects of medium to high complexity. More senior role has responsibility for large, complex, cross-functional or multiple projects with greater impact to the enterprise.	Bachelor's Degree in Computer Science, Information Systems, Business Administration, or other related field. Or equivalent work experience.	3	\$134.06
124	8235	Project Management Specialist	Designs, implements, evaluates and audits project management processes and templates for the project management office (PMO). Compiles metrics relating to IT project success, project attributes, and individual productivity and adherence to defined processes. May track costs and performance, service levels and other metrics required to ensure project goals and objectives are met. Serves as a resource to project managers and project leaders to educate and assist them with implementing project management processes and making improvement/changes. Provides administrative support to project managers and project leaders. Ensures project control systems are in place and integrates project data for decision makers. Administers project management software and tools (e.g., Microsoft Project Server). Organizes and publishes projectrelated documentation in various sources. Knowledge of project management tools, methods and best practices such as those defined by the Project Management Body of Knowledge (PMBOK).	Bachelor's Degree in Computer Science, Information Systems, Business Administration, or other related field. Or equivalent work experience	3	\$95.40

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125	8240	Resource Manager	<p>Manages the coordination of human resource needs for IT projects. Develops the systems and processes to ensure that business, project and employee needs are met in the assignment of staff to projects. Responsible for developing and managing an employee skills assessment process, forecasting skill and staff needs based on project plans. Develops and manages a staff utilization process, ensuring that staff resources are fairly and evenly distributed and that staff are not over utilized across projects. Works with IT leadership, IT Staffing Manager and Training Manager in the forecasting of staff needs and skills, to ensure proper recruitment, training and development of staff to meet current and future IT needs. Coordinates the training and development of staff. Continually communicates with both project managers and assigned staff to ensure needs of both are being met, and to continue to improve staff selection and coordination of resources. Acts as the mentor and champion of training and career development processes for assigned staff. Ensures that performance appraisals occur upon completion of projects and that skills are updated. Coordinates and assimilates the performance appraisal information across projects resulting in a cohesive annual appraisal of staff who support a number of projects.</p>	Bachelor's Degree in Computer Science, Information Systems, Business Administration, Education, or other related field. Or equivalent work experience.	7	\$142.95
126	8400	Manager, Customer Service Hotline	<p>Directs the Customer Service's hotline and order processing services for an enterprise. Responsible for business strategy and planning to ensure the organization has the appropriate resources, budget, tools and customer satisfaction metrics needed to provide the highest level of customer service. Establishes quality standards and performance metrics for customer service's hotline performance. Manages the design and implementation of knowledge based systems, ensures appropriate resources are available to respond to customer inquiries/issues. Develops and implements learning strategy to maintain knowledge and provide growth for representatives. Resolves complex customer issues</p>	Bachelor's Degree in Computer Science, Information Systems, Business Administration, or other related field. Or equivalent work experience.	7	\$95.40
127	8410	Customer Service Hotline Representative	<p>Responsible for responding to inquiries and providing information to customers calling into a service hotline. Records all customer contact information in a call log. Evaluates situation, determines appropriate response and escalates to designated specialist/resource for resolution of customer's problem or complaint. Tracks issues escalated for resolution to ensure customer receives a timely response. Must have knowledge of the enterprise's business/products and demonstrate strong customer focused skills.</p>	Associate's or Bachelor's Degree or technical institute degree/certificate in Computer Science, Information Systems, Business Administration, or other related field. Or equivalent work experience	2	\$63.15

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128	8600	Manager, Technical Product Support	Develops business strategy and provides direction for technical product support function. Manages a team responsible for resolving customer technical problems with enterprise's products, developing the technical related responses for Requests for Quotes (RFQs), working with sales team to address technical issues, and delivering and installing new software releases to customers and providing post-sales technical product support to customers. Responsible for managing the technical interface to customers, including RFQ specification reviews, hands-on testing and modeling and interfacing with development and engineering for systems design work at customer sites. Responsible for building and maintaining relationships that can be leveraged to support the achievement of business objectives.	Bachelor's Degree in Computer Science, Information Systems, Business Administration, or other related field. Or equivalent work experience.	7	\$117.56
129	8610	Technical Product Support Analyst	Responsible for providing post-sales technical product support. This includes, but is not limited to, analyzing customers' business needs and developing technical requirements, preparing technical responses to Requests for Quotes (RFQs), configuring integrated solutions to meet customer needs and implementing client solutions. May act as a primary point of contact between customer's technical staff and the enterprise's development/engineering organization. Serves as technical consultant to the sales team and must have a broad knowledge of multiple computer environments, platforms and technologies and in-depth knowledge of the enterprise's products.	Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	4	\$80.25
130	8620	Technical Product Support Specialist	Responsible for providing post-sales technical product support. This includes, but is not limited to coordinating the resolution of customer problems, maintaining and installing applications/solutions, performing bug verification, release testing and beta support for one or more products. May work at the customer site to design and install applications. Must have knowledge of one or more of the enterprise's products and familiarity of multiple applications.	Associate's or Bachelor's Degree or technical institute degree/certificate in Computer Science, Information Systems, or other related field. Or equivalent work experience	1	\$77.67