



NASWA/ITSC Job Posting

Position Announcement

ITSC Project Manager - *Workforce Connect*

Overview

The National Association of State Workforce Agencies (NASWA) / Information Technology Support Center (ITSC) is seeking a **Project Manager** to work with the ITSC team, multiple states, vendors and stakeholders to oversee the continued development and implementation of the *Workforce Connect Software Suite*, funded by the U.S. Department of Labor (USDOL), under the direction of NASWA'S ITSC.

Organization Description

National Association of State Workforce Agencies (NASWA) is the national organization representing all 50 state workforce agencies, D.C. and U.S. territories. These agencies deliver training, employment, career, and business services, in addition to administering the unemployment insurance, veteran reemployment, and labor market information programs. NASWA provides policy expertise, shares promising state practices, and promotes state innovation and leadership in workforce development.

The ITSC is a national collaboration of state workforce agencies and the U.S. Department of Labor under NASWA to maximize the sharing of Unemployment Insurance (UI) Information Technology best practices and to facilitate the appropriate application of Information Technology in state UI programs. The goal of ITSC is to provide accurate, efficient, cost effective and timely service to all UI customers. ITSC partners with multi-state collaborative initiatives as well as single state project engagements to assist, aid, help ensure success, and to the promote the replication or sharing of these successes. For information on NASWA/ITSC, you may visit our website at www.naswa.org or www.itsc.org

Workforce Connect Project Description

NASWA's UI ITSC has been managing the *Unemployment Insurance and Workforce System Connectivity Project*, funded by USDOL. ITSC worked with several states building a toolset to connect the UI claimant/job seeker with the state workforce system. The toolset includes three components: a single sign-on to allow job seekers to create one user ID and password to be used in all the agency's workforce programs (UI, Wagner-Peyser and WIOA/Title I); a common registration across the three programs and a workforce profile dashboard tool aggregating the job seeker's information from the three systems into one view. The dashboard provides real time



information about local career center events, job matches, training, labor market information, and both global and jobseeker specific messaging, UI claim status and other workforce system updates, customized to the individual jobseeker and state. Several states are currently working with ITSC to implement the *Workforce Connect* suite, and ITSC continues to support states in the further exploration, development and implementation of the software.

Workforce Connect Phase II/III Enhancements

NASWA/ITSC is working with several states and partners to enhance the existing functionality of the *Workforce Connect* software suite, building two new components to add to the original open source-based framework.

The first enhancement will incorporate key functionality of USDOL's *My Reemployment Plan (MRP)* toolkit into the *Workforce Connect* software suite. The toolkit redefines how job search for UI Claimants can be re-engineered to better support the jobseeker in pursuing and gaining employment. ITSC and USDOL have been working with several states and partners to further enhance the MRP toolkit into a comprehensive online job search tool for jobseekers, allowing the jobseeker to create a personalized reemployment "road map." The "e-MRP" tool is currently in development, with plans to convene user Focus Groups in pilot states to garner feedback on content and tool functionality.

The next phase of the project will feature additional requirements gathering efforts to define and build a *common reemployment case management system*, to include UI, Workforce and other key WIOA programs (e.g. Vocational Rehabilitation and Adult Education.) The goal is to develop an integrated case management component that can be easily adopted by other states.

Once complete, the tools developed that are a result of this project *will be available to all states to use and customize.*

Project Manager Job Description

The role of the Project Manager is to provide management, leadership, direction and guidance for the *Workforce Connect* project. This is a hands-on position, requiring overall contribution to the work of the ITSC team, vendor partners, and stakeholders. The primary responsibility is to provide quality project management support to the *Workforce Connect* effort, and, under the direction of the ITSC leadership team to plan activities for and direct ITSC staff and third-party vendors in their work to continue the development of the *Workforce Connect* Suite of products. In addition, the Project Manager will lead the effort to successfully implement the tools into production with participating states.



The Project Manager will lead, manage and coordinate the successful development and delivery of the *Workforce Connect* software suite, reporting to the ITSC Technical and Software Development Directors. This is a full time, two-year salaried remote position. Frequent travel to participating project states, the USDOL and the NASWA/ITSC offices in Washington, DC, is required.

Required Experience

To perform this job successfully, an individual must be able to perform each essential duty efficiently and to the highest standards. The requirements listed below are representative of the knowledge, skills and abilities required:

- Managed IT projects of same size and effort to *Workforce Connect* Phase II and III
- Manage team members that are made up from both internal staff, contractors, and external partners
- Understanding of unemployment insurance and workforce development programs
- Knowledge of software design life cycle process
- Knowledge and familiarity with Web Services and Open Source Technologies
- Recent project management experience, in software development projects
- Strong understanding and application of concepts, practices and procedures related to Project Management

Required Skills

- Ability to fully understand and apply concepts, practices and procedures related to Project Management
- Ability to develop and maintain excellent working relationships at all levels within and outside the organization
- Demonstrate a broad range of business, technical and operational skills
- Demonstrate strong organizational, motivational and negotiating skills
- Demonstrate strong oral and written communication skills
- Strong skills in Microsoft Project
- Demonstrate strong skills in addressing and resolving staff relations issues
- Experience in managing expectations of multiple stakeholders both internally and externally
- Ability to effectively communicate both verbally and in writing to technical and non-technical audiences, articulating service strategies and vision to staff, stakeholders and IT management
- Ability to identify, manage, and track risks and remediation within IT projects



NASWA Work Conditions

NASWA is an equal opportunity employer.

Employee benefits include ten paid holidays, accrued annual and sick leave, employer-paid health and dental insurance, life insurance, long-term disability insurance, travel insurance, and a 401K.

Salary is negotiable depending on experience, knowledge, and skills. Salary requirements must be submitted in writing to be considered for an interview.

A cover letter stating salary requirements and a resume must be received by close of business March 23, 2018. Please send all information to:

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