National Association of State Workforce Agencies (NASWA)
Program Analyst - UI INTEGRITY CENTER

Background on NASWA

The 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 (UI), veteran reemployment, and labor market information programs. NASWA provides policy expertise, shares promising state practices, and promotes state innovation and leadership in workforce development.

One of the projects managed by the NASWA UI Integrity Center is the development of the UI Integrity Data Hub. The Data Hub allows participating states to submit UI claims data for matching against a database of suspicious email addresses and the Suspicious Actor Repository (SAR). The Data Hub will be expanded to include additional cross-matching and data analysis capabilities. The Data Hub project team is seeking a full-time Program Analyst to support various aspects of the Data Hub system including project management support, coordinating with participating states, preparing program documentation and supporting administrative functions.

Brief Overview of Position

The Program Analyst works within the UI Integrity Center, and reports to the IDH Project Manager. The Program Analyst will be responsible for leading the Center's efforts to: deploy, integrate, enhance, and support the Data Hub framework and SAR application. The Program Analyst will work with UI State representatives; and with the Project Manager, Sr. Solution Architect, and other members of the project team to meet project objectives.

Roles and Responsibilities

- Maintain and update the SAR project plan and other program documentation
- Develop and document system requirements for SAR system enhancements
- Lead ongoing communications with participating states
- Support outreach and communications to expand SAR participation
- Draft and/or provide input to project documentation, including, but not limited to: project briefings, program and technical documents, status reports
- Work with NASWA and state representatives to develop and execute data access and data sharing agreements as required
- Lead the coordination of integration efforts with states, including: user access, permissions, and testing
- Monitor project status with all states and provide status updates to NASWA leadership, USDOL, and other stakeholders.
- Regularly interface with states to identify, evaluate, track and resolve user issues

- Draft contracts and agreements as needed.
- Support project reporting and other administrative functions.
- Manage vendors and subcontractors as appropriate.

Competencies

- IT project management
- Documentation development/review
- Strong Communications/Coordination
- Candidates must have a consistently respectful and professional demeanor toward colleagues, members of the Association, visitors, guests, callers, stakeholders, and vendors. They also must have the ability to develop collaborative partnerships with Project Managers, IT professionals, and stakeholders. Candidates must have effective time and task management skills, paying close attention to detail and keeping errors to a minimum. They must be punctual, reliable, responsible, composed, honest, ethical, tolerant of differences, collaboratory, and flexible. Candidate must also be comfortable working on a virtual team. Must work during core business hours with some overlap for time zones of US based distributed team when necessary.

Desired Experience

- 5+ years IT/technical project management
- Excellent client-facing and internal communication skills
- Excellent written and verbal communication skills
- Collaborators well with other teammates
- Ability to be productive working remotely
- Solid organizational skills including attention to detail and multi-tasking skills
- Strong working knowledge of Microsoft Office

Education (including credentials, certificates, etc)

- Bachelor's degree in management to technical area
- Master's degree preferred

Job Details

Location: The position is a remote/telework position.
Title: Program Analyst
Report to: James Cotter, Project Manager
Term: Full Time
Salary Range: $75,000 - $85,000 per year
Benefits: Generous 401k Matching and Health Care Package, Tuition Reimbursement
Travel Requirements: Periodic travel around the United States (and possibly US territories) for working sessions
How to Apply: Submit resume by June 8th, 2018 to jcotter@naswa.org