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National Association of State Workforce Agencies (NASWA) Position Description

Workforce ITSC Project Analyst

Background

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, 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 Workforce Information Technology Support Center, or Workforce ITSC, was created in partnership with the U.S. Department of Labor (USDOL) and the Maryland Department of Labor, Licensing and

Regulation (MD-DLLR), in response to WIOA's vision of integrating customer service delivery between many publicly funded state and local programs. Workforce ITSC's mission is to broadly support the data/technology efforts of all involved WIOA state partners toward achieving this integrated service delivery vision and ultimately help in improving the effectiveness of WIOA partners' systems.

Brief Overview of Position

The Project Analyst provides support to the Workforce Information Technology Support Center (Workforce ITSC) effort. They will participate in both high level and detailed project planning, Online Tools design and implementation, and content management. The Project Analyst reports to the Project Manager responsible for the Online Tools suite, and will work collaboratively with all Workforce ITSC staff as an overall resource for the initiative.

Roles and Responsibilities

1. The Project Analyst supports the technical development, implementation, and maintenance of all Workforce ITSC's online tools. Under the direction of the Project Manager, they will work closely with the Workforce ITSC staff, state members, as well as vendors/consultants. Such support includes:
 - Contributing toward back- and front-end functionality design of tools;
 - Assisting in the collection of data displayed within tools;
 - Handling user-access to website;
 - Utilizing data visualization tools – such as Tableau;
 - Ensuring accuracy of information and vetting content;
 - Monitoring tools' usage, collecting and analyzing feedback on current and future tools, providing update recommendations for current or future tools.
2. The Project Analyst will also be responsible for curating content for the e-Library, a managed collection of resources related to WIOA data and technology; and for the Procurement Portal, a catalog of competitive and non-competitive procurement resources, including active and archived RFPs and RFIs. This will include:
 - Actively collecting content for inclusion in the two tools through online research and partnership building with NASWA Committees, WIOA member associations, federal partners, technology partners, tools/software;
 - Ensuring up-to-date and relevant content;
 - Conducting data visualization; and,
 - Working with NASWA's library management system staff and software tool providers.
3. In addition, the Project Analyst may be asked to provide support to Workforce ITSC by:
 - Conducting and documenting research in areas and topics associated with Workforce ITSC, using collected data;
 - Contributing in Workforce ITSC's training and technical assistance efforts;
 - Contributing in Workforce ITSC's marketing and awareness-raising efforts;
 - Attending relevant meetings (i.e., Workforce ITSC Steering Committee meetings, NASWA Committee meetings and conferences), participating in conference calls, and offering feedback and suggestions;
 - Fostering working relationships with state agency staff, WIOA partner agencies and other stakeholders; facilitating discussions and supporting collaboration;

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- Staying informed of issues, tools and solutions throughout the arena of WIOA; and,
 - Performing other relevant duties as assigned.

Competencies and Skills Required for Position

1. Strong technical skills:
 - Ability to learn new technologies
 - Ability to analyze and interpret data
 - Advanced knowledge of Microsoft Office
2. Strong organizational skills:
 - Effective time and task management skills, paying close attention to detail and keeping errors to a minimum
 - Effective multi-tasking capabilities
 - Punctual, reliable, and responsible
3. Strong communication and interpersonal skills:
 - Presents concepts in a concise and focused manner
 - Writes well, conveying complex content in a clear and simple manner
 - Consistently respectful and professional demeanor toward colleagues, members of the Association, visitors, guests, callers, stakeholders, and vendors
 - Excels at developing collaborative external partnerships with key stakeholders
4. Strong analytical skills
 - Ability to collect, evaluate and interpret data
 - Ability to synthesize and present recommendations
5. Self-starter, works both independently and as a member of a team.
6. Ability to take ownership of assigned tasks and ensure the end product is delivered in accordance with requirements and timelines.
7. Composed, honest, ethical, and tolerant of differences

Relevant experience required for position

Required:

1. 3+ years of related work experience (may be substituted with a Master's in relevant areas)
2. Demonstrated basic understanding of public workforce systems and information technology
3. Knowledge and experience with IT project design, development, and implementation

Preferred:

1. Versed in multiple WIOA Title programs
2. Knowledge and experience with online content management
3. Data visualization experience

Education (including credentials, certificates, etc.)

Required:

Bachelor's Degree, preferably in information technology, data science, or related field

Preferred:

Tableau or similar certification

Job Details

NASWA is an Equal Opportunity employer.

Location: Washington D.C. preferred, or virtual.

Report to: Workforce ITSC Project Manager

Term: Full time

Salary & Benefits: \$65,000 - \$70,000. Negotiable - commensurate upon experience. Excellent benefit package. Information provided at time of interview.

Travel Requirements: The position requires occasional travel for relevant meetings, trainings, and events.

Background

A cover letter stating salary requirements and a resume must be received by close of business Monday, June 3, 2019. Please send all information via email to:

Emma Northcott, Program Manager, NASWA at enorthcott@naswa.org

Workforce ITSC Project Analyst Job Opening