National Association of State Workforce Agencies (NASWA)
Center for Employment Security Education and Research (CESER)

Director of Internal Information Systems

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

Background on CESER

The Center for Employment Security Education and Research (CESER) is the leading education, research and information technology center focused on workforce development and unemployment insurance issues offering services to a diverse group of stakeholders, most notably state workforce agencies and their federal partners.

Brief Overview of Position

The NASWA Director of Internal Information Systems leads the research, administration, procurement, implementation, and maintenance of all hardware, software, and network infrastructure for the Association. The position manages the work of other internal IT professionals, such as systems analysts, data security specialists and computer support specialists etc. The position reports to the NASWA UI Information Technology Support Center Director.

The Internal Information Systems Director must have a keen understanding of the technological and organizational needs of the Association. S/he is charged with researching and implementing ways that technology and network-based systems can increase Association organization and productivity; increase efficiency, identify redundancy and potentially reduce costs. s/he is responsible for the tracking of all Association IT equipment and software/hardware needs and subscriptions. S/he must also stay up-to-date with current and emerging technology, business applications, and computing trends.

The Internal Information Systems Director will regularly work with NASWA management and staff, as well as a variety of stakeholders, and must understand the importance of these relationships.   S/he must also have the ability to develop collaborative partnerships with Project Managers, IT professionals, vendors and stakeholders.

Candidate must be comfortable working on and with virtual teams.

Roles and Responsibilities

The day-to-day duties include the top-level *planning, execution, and coordination* of:

- Hardware and software installation, and upgrades
- Administration and maintenanceof networks and software
- Development, maintenance, and support of private intranet and public website(s)
- Personnel equipment requirements, procurement, maintenance, and tracking
- Software subscription tracking and analysis
- Digital security
- Other duties as assigned

Competencies

- Knowledge of and experience with oversight of business related technology projects;

- Understanding of the software development life-cycle;

- Proven understanding of current and emerging technologies, architecture(s) and software development;
- Understanding of project management and tracking systems
- Proven capability to conceptualize, develop and implement complex logical and physical technical internal infrastructure;
- Proficient with Microsoft Office suite;

- Proven successful ability to build and maintain relationships with stakeholders at all levels of an organization;

- Excellent communication, presentation, facilitation, listening, and public speaking skills;

- Willingness and ability to travel, including regular trips to DC if not based there;

- Demonstrable organizational skills, including attention to detail and multi-tasking skills;

- Must be punctual, reliable, responsible, composed, honest, ethical, tolerant of differences, flexible; and

- Effective time and task management skills.

Experience Required

- 5+ years leading or working in internal IT maintenance and operations.

Preferred

- Experience in building and implementing technology plans in response to business needs and goals.

Education (including credentials, certificates, etc.)

- Bachelor's degree in relevant field, or
- Demonstrated experience in relevant field;

Job Details

Location: The position can be a remote/telework position.
Title: NASWA Director of Internal Information Systems
Report to: NASWA UI Information Technology Support Center Director
Term: Full-Time
Salary Range: $110,000-$140,000 commersurate with experience
Travel Requirements: Regular travel to DC and various states and NASWA meetings

How to Apply: Submit cover letter and resume by March 20, 2020 to: hr@NASWA.org