



## **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.

### **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.

### **Background on UI Integrity Center**

The NASWA Unemployment Insurance (UI) Integrity Center is charged with assisting states in their efforts to reduce improper payments and fraud in the UI Program. The Integrity Center accomplishes this by developing and delivering various products, tools, and services to each state, including the National Integrity Academy, Integrity Data Hub, and Integrity Knowledge Exchange.

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

### **Roles and Responsibilities**

- Maintain and update IDH communications/outreach materials and other program documentation



- Contribute to the development of system requirements for IDH system enhancements based on system user and other stakeholder feedback
- Lead ongoing communications and assistance with assigned participating states
- Lead outreach and communications with assigned states to expand IDH participation and system utilization
- Draft and/or provide input to project documentation, including, but not limited to project briefings; program/technical documents; and status reports
- Work with NASWA and state representatives to develop and execute data access and data sharing agreements and modifications or amendments as required
- Lead the coordination of integration and onboarding efforts with assigned states including user access, permissions, and testing
- Monitor IDH utilization status with assigned states and provide status updates to NASWA leadership, USDOL, and other stakeholders
- Regularly interface with assigned state representatives to identify, evaluate, track and resolve user issues
- Draft contracts and agreements as need
- Support project reporting and other administrative functions
- Manage vendors and subcontractors as assigned

### **Competencies**

- IT project coordination
- Documentation development/review
- Strong Communications/Coordination posture
- Program Analysis
- 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, collaborative, 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 coordination
- Unemployment Insurance Benefits, Fraud Investigation, and Data Analysis skills.
- Excellent client-facing and internal communication skills
- Excellent written and verbal communication skills
- Collaborates 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 or 5+ years relevant experience

### **Job Details**

Location:	The position is a remote/telework position.
Title:	Program Analyst
Report to:	IDH Sr. Program Analyst
Term:	Full Time
Salary Range:	\$75,000 - \$90,000 per year
Benefits:	NASWA offers competitive benefits including a generous health care package, 401(k), tuition reimbursement and other great options
Travel Required:	Periodic travel around the United States (and possibly US territories) for working sessions
<b>How to Apply:</b>	Submit cover letter and resume to <a href="mailto:hr@naswa.org">hr@naswa.org</a> . Applications will be accepted through Wednesday, October 7, 2020.

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Duties, responsibilities and activities may change, or new ones may be assigned at any time with or without notice.

NASWA is an equal opportunity employer. NASWA does not unlawfully discriminate on the basis of race, color, religion, national origin, sex, age, marital status, military status, personal appearance, sexual orientation, gender identity or expression, family responsibilities, genetic information, disability, political affiliation or any other



characteristic protected by federal or District of Columbia law. Our non-discrimination policy applies to all facets of employment, including recruiting, hiring, employment, promotion, demotion, dismissal, compensation, and training opportunities.