National Association of State Workforce Agencies (NASWA)
Position Description

Workforce Information Technology Support Center (Workforce ITSC)
Research Analyst

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.

Founded in 2016, NASWA's **Workforce IT Support Center (Workforce ITSC)**, supports the technology work of state agencies administering career preparation and workforce development programs. Workforce ITSC encourages technology processes and solutions that:

1. promote customer-service integration and data sharing/insights between state programs;
2. support performance reporting; and,
3. encourage effectiveness, efficiency, and innovation.

Currently, Workforce ITSC offers market research information through four Online Tools, as well as, an online Learning Academy – all targeted to state government professionals. The Research Analyst will primarily support and contribute toward the Online Tools' goal of equipping state staff with a sophisticated understanding of technology options in making meaningful decisions about technology services and plans.

Position Overview

The Research Analyst will support Workforce ITSC's effort, focusing on collecting and integrating data and content for the Online Tools. Additionally, they will assist with project planning, testing, and implementation activities for maintenance of existing tools and development of new tools. The Research Analyst reports to the Project Manager responsible for the Online Tools suite. However, they will work collaboratively with all Workforce ITSC staff as an overall resource for the initiative.

Roles and Responsibilities

1. The Research Analyst supports the development, implementation, and maintenance of all Workforce ITSC online tools, including State Technology Profiles, Solutions Marketplace, and Procurement Portal. Under the direction of the Project Manager, they will work closely

with the Workforce ITSC staff, state members, as well as vendors, consultants and non-profits. Such support includes:

- Assisting in the collection and management of data contained within tools
- Utilizing data visualization tools – such as Tableau – to organize and display data for internal staff, state members and partners
- Analyzing and interpreting data to prepare for dissemination
- Ensuring accuracy of information collected and vetting data submitted by external parties
- Assisting with managing user-access to tools
- Monitoring and evaluating tool usage
- Collecting and analyzing feedback on current and future tools
- Providing update recommendations for current and future tools
- Contributing toward defining requirements and supporting implementation efforts for current and future tools

2. The Research Analyst will also be responsible for curating content for the Workforce Technology collection in the online Library, a managed collection of resources related to WIOA data and technology. This will include:
   - Actively collecting content for inclusion in the Library through online research and partnership building with NASWA Committees, WIOA member associations, federal partners, technology partners, along with other relevant sources of information
   - Ensuring up-to-date and relevant content
   - Working with NASWA's library management system staff to upload content to the Library
   - Performing content management within the library management system

3. In addition, the Research 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 outreach 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
   - Staying informed of issues, tools and solutions throughout the arena of WIOA
   - Performing other relevant duties as assigned

Competencies and Skills Required
1. Strong analytical skills:
   - Ability to collect, evaluate and interpret data in various forms

- Ability to synthesize information and present recommendations
- Ability to perform research and maintain knowledge of workforce technology needs
2. Strong technical skills:
   - Ability to learn new technologies
   - Ability to create data visualizations and infographics
   - Advanced knowledge of Microsoft Office
3. 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
4. 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
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
Required:
1. 3+ years of related work experience (some work experience may be substituted with a Master's degree in relevant areas)
2. Demonstrated basic understanding of public workforce systems and information technology

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

Education (including credentials, certificates, etc.)
Required: Bachelor's Degree, preferably in data science, public policy, information systems, or related field from an accredited college or university
Preferred: Tableau or similar data visualization certification

Job Details
Location: Washington D.C. preferred, or virtual
Report to: Workforce ITSC Project Manager
Position Type: Full time
Salary Range: $65,000 - $70,000. Negotiable - commensurate upon experience.

Benefits:	NASWA offers competitive benefits including a generoushealth care package; 401 (k), tuition reimbursement, telecommuting and other great options.
Travel Requirements:	The position requires travel for relevant meetings, trainings, and events (approximately 3-6 trips per year, depending on candidate's location).
How to Apply:	A cover letter stating salary requirements and a resume must be received by close of business Monday, January 20, 2020. Please send all information via email to Amy Hiltunen at ahiltunen@naswa.org.

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, matriculation, 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.