



## **National Association of State Workforce Agencies UI Subject Matter Expert/Program Specialist – SIDES Team**

### **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.

The Unemployment Insurance (UI) State Information Data Exchange System (SIDES) allows for the electronic transmission of information requests from UI agencies to employers and/or third-party administrators (TPAs), as well as transmission of replies containing the requested information back to the UI agencies.

### **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 SIDES:**

SIDES was developed through a strategic partnership between the U.S. Department of Labor (USDOL) and a five-state consortium of Unemployment Insurance (UI) agencies. The SIDES system provides a secure electronic infrastructure with a single point of connection, which is used and valued by state UI agencies and employers. SIDES use nationally standardized data formats to facilitate the exchange of information necessary for the administration of state UI laws. These electronic data exchanges support timely and proper payment of unemployment benefits, prevent and detect improper payments, and reduce administrative costs.

### **Overview of Position:**

The SIDES Program Specialist works within the NASWA SIDES Team and reports to the SIDES Program Manager. This position provides high-level and collaborative support to the SIDES efforts and works independently with states and employers/third-party administrators (TPAs) who are participants or are potential participants in SIDES. SIDES efforts include participating in overall system operations improvement projects (including the development of business rules and completing user acceptance testing) and overseeing SIDES participant training with a focus on UI integrity. The Program Specialist will work closely with state UI subject matter expert (SME) staff, state IT staff, UI

leadership and private sector staff in the understanding and implementation of the SIDES exchanges.

**Roles and Responsibilities:**

Provide high-level and collaborative support:

- Utilize knowledge and experience in UI operations and IT to contribute to SIDES efforts of providing tools for state SIDES Operations.
- Develop and maintain working relationships with state SIDES leads, UI leaders, state Communication teams, and IT stakeholders; in addition to employers and TPAs.
- Participate in detailed SIDES project recommendation, planning, project management and implementation strategy for states and employer/TPAs.
- Provide guidance to states and employers on the best methods for implementing SIDES exchanges and create tools to support the sharing of successful practices.
- Facilitate the provision of on-going support and troubleshooting for states and employer/TPAs operational with SIDES as needed.
- Provide input on strategic plan and action items to achieve NASWA and SIDES goals.
- Participate in strategy discussions as they relate to project deliverables with an emphasis on ensuring practicality and usefulness to state and employer/TPA operations.
- Take ownership of assigned tasks and ensure that the end product is delivered in accordance with requirements and timelines.

**Operations Support:**

- Perform demonstrations of SIDES exchanges to state UI agencies and employer/TPA representatives to promote the implementation and use of all SIDES exchanges throughout the lifecycle of an unemployment insurance claim.
- Document business rules and test scenarios for SIDES.
- Create user guides for E-Response to assist state help desk operations and improve employer user experience.
- Compile, analyze and provide feedback from the results of system testing.
- Provide input and design ideas for improvements of overall SIDES operations including enhancement/system defect forms, organization of documentation.
- Identify areas of improvement and assist in development of enhancements and/or streamlining standard formats, including fine tuning current exchanges and accompanying data elements.
- Regularly interface with states to identify, evaluate, track and resolve user issues.
- Develop and distribute reports using the SIDES Admin Site and other tools as directed by the SIDES Program Manager



### **Communication and Training:**

- Assist the SIDES Program Manager in the coordination and execution of the Annual SIDES Seminar, collaborating with the SIDES Operations Committee, NASWA Communications team and other NASWA divisions.
- Assist the SIDES Program Manager in the development, preparation and presentation of SIDES training.
- Monitor SIDES websites ensuring information posted is current and in an easy-to-use, intuitive format.

### **Experience, Competencies and Skills Required for Position:**

- Significant experience in the operations of a State Unemployment Insurance operation.
- Proven ability to work independently.
- Strong writing skills with fluency in English, ability to apply rules of composition and grammar.
- Attention to detail in written documents, presentations and speaking points
- Proficient with Microsoft Office products, particularly Word, PowerPoint, Excel, Project and Outlook.
- Competent in basic mathematics and statistics.
- Skilled at listening, reading, managing time, learning, identifying & solving problems, and perceiving business and social situations.
- Strong interpersonal, planning, and organizational skills.
- Ability to support and accept direction of the SIDES Director and SIDES Program Manager and work as a self-starter with little or no direct oversight.
- Professional demeanor toward colleagues, project stakeholders and NASWA members.
- Reliable, responsible, composed, honest, ethical, tolerant of differences and willing to change as required.

### **Education (including credentials, certificates, etc.):**

- Bachelor's degree from an accredited four-year college or university preferred.
- Experience specific to work in unemployment insurance with a state agency, employer HR department dealing with UI or employer representative may be substituted for the education requirement.
- Preference will be given to applicants possessing SIDES experience at a state or national level



**Job Details:**

**Location:** The position is a remote/telework position.  
**Reports to:** SIDES Program Manager  
**Term:** Full Time  
**Salary Range:** \$70,000 - \$90,000 per year.  
**Benefits:** NASWA offers competitive benefits including a generous health care package, matching 401 (k), tuition reimbursement and other great options

**Travel**

**Requirements:** 4-6 trips per year up to 7 days per trip. Travel to NASWA conferences and/or committee meetings.

**How to Apply:** Submit cover letter and resume to: [hr@naswa.org](mailto:hr@naswa.org). Applications will be accepted through Friday, March 20, 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.