



National Association of State Workforce Agencies (NASWA) Position Description

Technical Lead ICON (Interstate Connection Network)

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 ICON

The UI Interstate Connection Network (ICON) system is a critical component in the national Unemployment Insurance (UI) technical framework. ICON serves as a data exchange system for thirty different business applications between all state UI systems to facilitate the processing of interstate and federal claim programs. NASWA has the responsibility for both management of the operations of the current system and modernization of the system in the future.

Position Overview

The Technical Lead is primarily responsible for working with the NASWA Interstate Connection Network (ICON) Director to provide technical assistance for the current system and evaluating options for any possible future modernization. In addition to working other members of the NASWA services team to understand all areas of the NASWA services technical offerings to evaluate any areas where existing technologies can be leveraged.

The Technical Lead will regularly work with the ICON Director 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. The Technical Lead must also be able to build trusted relationships with states in order to best serve states' needs.

Candidate must be comfortable working on a virtual team.

Roles and Responsibilities

- Provide comprehensive oversight of the technical tools, infrastructure, and policies for the current ICON system, as well as evaluation of options for possible modernization
- Maintain effective communications with USDOL stakeholders, vendors and the ICON Director
- Oversee vendors and monitor their technical work, timeliness, completion and support of the project(s), including interactions with the states; and
- Maintain awareness of technology finances, including internal budgets, expenses, funding streams and provide any required reports.
- Other duties as assigned

Competencies and Skills Required

- Ability to lead teams tasked with the transition of legacy technology systems to modernized platforms
- Knowledge of and experience with oversight of large technology projects
- Total understanding of the software development life-cycle, including transition from multi entity legacy systems to modernized systems
- Proven understanding of current and emerging technologies, architecture(s) and software development
- Proven capability to conceptualize, develop and implement complex logical and physical technical architectures
- Strong background and understanding of the federal Unemployment Insurance program, the Interstate Connection Network (ICON), and/or similar program(s)
- 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
- Proficient with Microsoft Office suite, including MS Project or similar
- Demonstrable organizational skills, including attention to detail and multi-tasking skills
- Must be punctual, reliable, responsible, composed, honest, ethical, tolerant of differences, and flexible
- Effective time and task management skills
- Willingness and ability to travel



Relevant Experience

Required:

- 5+ years leading or working in IT modernization projects, from concept through implementation and support phases

Preferred:

- 4+ years' experience in the Unemployment Insurance and/or ICON program(s)
- Experience in building technology workflow diagrams and project management time lines with clearly defined deadlines and goals

Education Required

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

Job Details

Location:	Remote/Telework position
Reports to:	NASWA ICON Director and ICON Technical Director
Position Type:	Full Time
Salary Range:	\$95,000 - \$110,000
Benefits:	NASWA offers competitive benefits including a generous health care package, 401(k), telecommuting, tuition reimbursement and other great options
Travel	
Requirements:	Approx. 40% travel to various states and NASWA meetings
How to Apply:	Submit cover letter and resume no later than May 29, 2020 to HR@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.