



**National Association of State Workforce Agencies (NASWA)
UI Senior Business Analyst / Project Lead – Full Time Position
UI Information Technology Support Center (UI ITSC)**

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 the Unemployment Insurance Information Technology Support Center

UI ITSC provides information, software tools, products, and advisory services to states in support of information technology (IT) systems for the Unemployment Insurance program, to enhance efficiencies and promote the sharing and replication of successful UI models and practices.

Brief Overview of Position

The UI Senior BA / Project Lead works within the UI ITSC and reports to the UI ITSC PMO Director. The successful candidate will support UI ITSC business and technical project teams in the business analysis of state UI and Workforce programs, leading to desired project outcomes, such as increased process efficiency or improved user experience. The candidate will provide expertise in both business analysis and the UI business domain, as well as leadership and management support to BA and cross-functional teams where needed. Projects may include support to UI IT Systems Modernization and other challenging areas of the UI and Workforce space, as required by UI ITSC and NASWA. The successful candidate will be a strong team player, often working in joint NASWA-client teams on mission critical projects with significant client exposure.

Roles and Responsibilities

Assist states and consortiums in the design, development, and implementation of new modern Unemployment Insurance (UI) IT systems. This position will provide business



analysis and technical assistance to states as they modernize their UI business processes and associated hardware and software infrastructure.

Business Analysis Tasks will include assisting states in identifying and sharing best practices, providing technical and subject matter expertise to state administrators, UI and IT Directors, coordinating communications and information sharing among states and conducting assessments of states current IT systems and operational models, including 'As-is' and 'To-be' analysis.

Project leadership tasks will involve working under the supervision of the UI ITSC Director and PMO Director to assist a federal, state, or a group of states teams in the successful, on-time, on-budget delivery of UI ITSC projects.

Competencies

- Knowledge of federal/state UI benefits and/or tax operations sufficient to be considered a UI Subject Matter Expert.
- Knowledge of with State Workforce System programs, and relationships to UI Program.
- Ability to plan and lead complex projects with minimal oversight.
- Excellent member-facing and internal communication skills.
- Solid organizational skills including attention to detail and multi-tasking skills.
- Comfortable working as part of a virtual team.
- A consistently respectful and professional demeanor toward colleagues, members of the Association, visitors, guests, callers, stakeholders, and vendors.
- Ability to develop collaborative partnerships with State leadership, NASWA Project Managers, staff, and other stakeholders.
- Effective time and task management skills, paying close attention to detail and keeping errors to a minimum; must be punctual, reliable, responsible, composed, honest, ethical, tolerant of differences.
- Ability to work flexible hours, including core business hours with some overlap to accommodate the various US time zones of our distributed team and states.
- Strong verbal and written communication skills, including an ability to effectively communicate with both business and technical teams.
- Ability to detect and resolve issues across assorted groups.
- Strong analytical and organization skills to manage the large number of details that must be thoughtfully considered on large UI IT and workforce projects.

Desired Experience

- More than ten (10) years of experience in a senior/lead position in UI, UI management, business terminology, processes, and/or functionality
- Familiarity with tools for requirements management, and quality assurance testing
- Experience with developing business use cases, and conducting functional design requirements definition gathering sessions with business users to capture business processes and suggest alternative best practice approaches
- Experience with leading business analysis projects, or other projects in the State Workforce domain, including initiation, planning, executing, monitoring/controlling and closing the projects, and the handling of project risks.
- Experience analyzing large IT system business level documentation to ensure accuracy and completeness
- Experience reviewing business analysis work products for completeness and adherence to customer requirements
- Experience delivering presentations and leading client meetings
- Experience in business process re-engineering
- Experience to conduct training and professional development activities, a plus.
- Demonstrated ability to facilitate groups to include planning, presentations, and topic moderation
- Experience in/understanding of UI Tax—including experience with TPS, SUTA dumping, Field Audit operations and promising practices, effective collections activities, and misclassified workers, a plus
- Experience with Benefit Accuracy Measurement (BAM), data analysis/validation, federal reporting, BTQ, and other federal UI performance evaluation measures and reporting, a plus
- Experience analyzing and/or developing UI policies and procedures, a plus

Education (including credentials, certificates, etc.)

- Bachelor's Degree from accredited college or university OR equivalent work experience.



Job Details

Location:	Position(s) are remote/telework.
Title:	UI Senior Business Analyst / Project Lead
Reports to:	Director, Project Management Office
Term:	Full Time
Funding:	Positions are currently fully funded and subject to future USDOL Grant funding
Salary	
Range:	\$85,000 - \$105,000 per year commensurate with experience
Benefits:	NASWA offers competitive benefits including a generous health care package, 401(k), telecommuting, education assistance and other great options.
Requirements:	Currently no travel due to COVID-19. During normal operations, routine travel in the United States for meeting with states and other working sessions. Travel could be up to 50 percent during peak periods.
How to Apply:	Email your cover letter and resume 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.