



## **National Association of State Workforce Agencies (NASWA) UI Information Technology Architect/Advisor**

### **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.

### **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 ITSC**

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 Information Technology Architect/Advisor* will consult with states on the planning, procurement, development, implementation, and operation of Unemployment Insurance systems. This position works closely with the NASWA Technology Director to assist states as they reengineer their current business processes and move to modernize their Unemployment Insurance hardware and software infrastructure. The position reports to the NASWA UI Information Technology Support Center Director.

The UI IT Architect/Advisor is responsible for creating written reports and documentation, and oral presentations, for a variety of stakeholders.

The UI IT Architect/Advisor will regularly work with state workforce agency leaders and staff, the U.S. Department of Labor, NASWA management 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 successful candidate must be comfortable working on and with virtual teams.

## Roles and Responsibilities

The tasks and responsibilities undertaken by this position include assisting states with strategic planning initiatives, RFI and RFP support, proposal evaluations, architecture, platform, and technology consultation, use case and requirements development, quality assurance support, and independent validation and verification during development of modernized UI components and systems. **The creation of written materials and presentations is a substantial portion of the role.**

## Competencies & Skills

- Knowledge of and experience with oversight of business related technology projects;
- Knowledge of software design life cycle processes using iterative development model;
- Knowledge of project management and tracking systems;
- Knowledge and experience in software architecture and design for large complex multi-tier applications;
- Ability to conduct functional design requirements definition gathering sessions with business users, capturing business processes and suggesting alternative best practice approaches;
- Ability to develop business use cases;
- Proven understanding of current and emerging technologies, architecture(s) and software development;
- Knowledge and familiarity with 3rd party and open source products and technologies;
- Knowledge and experience with cloud hosting principles;
- Knowledge of testing tools, requirements tools, and design and coding tools;
- Knowledge of 3rd party products for Content Management, Workflow, Identity and Access Management, Reporting, Case Management, and IVR;
- Proficient with Microsoft Office suite;
- Excellent ability to gather, document, and communicate information in a variety of media, including but not limited to written reports and presentations to diverse stakeholders;
- Strong verbal and written communication skills, including an ability to effectively communicate with both business and technical teams;
- Excellent communication, presentation, facilitation, listening, and public speaking skills;
- Demonstrable organizational skills, including attention to detail and multi-tasking skills;
- Ability to operate across multiple projects concurrently and assume the responsibility for the appropriate technical and architectural implementation of projects.
- Willingness and ability to travel;
- Must be punctual, reliable, responsible, composed, honest, ethical, tolerant of differences, flexible; and
- Effective time and task management skills.



## **Experience Required**

- Knowledge and experience with Unemployment Insurance terminology, processes, and functionality.
- Experience providing IT consultation services, including creation of reports and documentation, and presentations to diverse stakeholders;
- Experience with modern system architecture;
- Proven successful ability to build and maintain relationships with stakeholders at all levels of an organization;
- Project Management experience for large complex software development projects;
- Experience with business development preferred;
- Greater than 5 years of software design, architecture, and/or development experience, including requirements definition, development, and testing; and
- Experience (hands on preferred) with either J2EE/JAVA or .NET. A preference given to experience in both.

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

- Degree in Computer Science, Information Systems or related field, or
- Demonstrated experience in relevant field.

## **Job Details**

Location: The position can be a remote/telework position or based in the Association's Washington, DC, headquarters.

Title: UI Information Technology Architect/Advisor

Report to: NASWA UI Information Technology Support Center Director

Term: Full-Time

Salary Range: \$120,000 - \$140,000, depending upon qualifications.

Travel Requirements: Frequent travel to DC and various states, and to NASWA meetings, is anticipated when travel restrictions have eased.

How to Apply: Submit cover letter and resume by September 22, 2020 to: [hr@NASWA.org](mailto: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.