Position Announcement

ITSC Information Technology Specialist

Open Period: April 29, 2013 to May 24, 2013

Overview
The National Association of State Workforce Agencies (NASWA) /Information Technology Support Center (ITSC) is seeking an **Information Technology (IT) Specialist** to work with States in the Design, Development and Implementation of new modern Unemployment Insurance (UI) IT systems. This position will work under the direction of the Technology Director of ITSC to provide advice and technical assistance to states as they modernize their UI business processes and associated hardware and software infrastructure.

Tasks will include assisting states in identifying and sharing best practices, providing technical assistance to state administrators, UI and IT Directors, coordinating communications and information sharing among states, helping states find potential partner states to design and build a common UI IT System, and conducting rapid short term assessments of states current IT systems and operational models.

The Information Technology Specialist will be part of an ITSC team responsible for linking software and computer technology decision making and investments with a state or states' UI technical business strategy. The individual is responsible for organizing and guiding the consensus of decisions on IT policies, principles, services, standards, guidelines, and common solutions for the betterment of the state UI agency. The IT Specialist is responsible for guiding the process of a state team or a group of states (consortia) in the planning, acquiring, building, modifying, deploying and operating a new modern UI IT system.

About NASWA
NASWA is the non-profit national organization of state administrators of unemployment insurance, employment and training services, and labor market information programs in the 50 states, the District of Columbia, Virgin Islands, and Puerto Rico. The mission of NASWA is to strengthen the national workforce development system through advocacy, liaison, and information exchange. The ITSC is a national collaboration of state workforce agencies and the US Department of Labor under NASWA to maximize the sharing of UI Information Technology best practices and to facilitate the appropriate application of Information Technology in state Unemployment Insurance programs. The goal of ITSC is to provide accurate, efficient, cost effective and timely service to all Unemployment Insurance agencies. ITSC partners with multi-state collaborative initiatives as well as single state project engagements to assist, aid, help ensure success, and to the promote the replication or sharing of these successes. For information on NASWA/ITSC, you may visit our website at http://NASWA.org or http://www.itsc.org.

Job Description
Tasks and responsibilities undertaken by this position include assisting states with Strategic Planning initiatives, reviewing and assisting with the development of Request For Information and Request For Proposal, Proposal Evaluations, Use Case and Requirements Development, Contract Negotiations, and hands-on Quality Assurance support during the design, development implementation and operation of a new modern UI IT system.

This is a remote position. The individual selected will work from home. Significant out of state travel is required for meetings to run workshops and training sessions for states and to work with State staff and their IT vendors on various UI IT modernizing projects. In addition, travel to Washington DC on a regular basis to the NASWA ITSC office is required. States will contract directly with the ITSC through NASWA to obtain the services of the Information Technology Specialist to assist them individually or as a group of states working as a consortium. It is expected that the individual selected for this position will work independently under a contract with a state or group of states under the guidance of the Technology Director and Assistant Technology Director of ITSC.

Skills
- Knowledge of software design life cycle process using iterative development model(s).
- Knowledge and familiarity with Web Services and Open Source Technologies
- Knowledge and experience in Software Architecture and Design for large complex multi-tier applications.
- Familiarity with UI terminology, processes, and functionality.
- Familiarity with Third Party products including but not limited to Content Management, Workflow, Identity and Access Management, Reporting, Case Management and Interactive Voice Response technology. Note: Experience should include proprietary and open source products.
- Familiarity with tools for requirements management, design, coding, configuration management, and quality assurance testing. Note: Experience should include proprietary and open source products.
- More than Five (5) years of software development life cycle experience, including requirements definition, development, preparing technical documentation and 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.
- Hands-on experience preferred with either J2EE/JAVA or .NET. A preference given to experience in both.
- Experience with providing strategies and approaches for appropriate technical and architectural implementation of projects.
- Project Management experience for at least one large complex software development project.
- Strong verbal and written communication skills, including an ability to effectively communicate with both business and technical teams.

- Experience with issue detection and compel issue resolution across project teams/groups.
- Working knowledge of Software Engineering Institute's (SEI) Capability Maturity Model Integration (CMMI) or ISO 9000 documentation and life-cycle policies is a plus.
- Ability to resolve issues across assorted groups.
- Technical certifications or degree in Information Technology, Programming, Computer Science or Engineering.

NASWA Work Conditions
NASWA is an equal opportunity employer.

Employee benefits include ten paid holidays (plus Inauguration Day), accrued annual and sick leave similar to that provided by the federal government, employer-paid health and dental insurance, life insurance, long-term disability insurance, travel insurance, and pension plan.

Salary is negotiable depending on experience, knowledge, and skills. Salary requirements must be submitted in writing to be considered for an interview.

A cover letter stating salary requirements and a resume must be received by close of business Friday, May 24, 2013. Please send all information via email to:

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