National Association of State Workforce Agencies (NASWA)
IT Specialist - UI INTEGRITY CENTER

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.

One of the projects managed by the NASWA UI Integrity Center is the development of the UI Integrity Data Hub. The Data Hub allows participating states to submit UI claims data for matching against a database of suspicious email addresses and the Suspicious Actor Repository (SAR). The Data Hub will be expanded to include additional cross-matching and data analysis capabilities. The Data Hub project team is seeking a full-time IT Specialist to support various aspects of the Data Hub system including development, state integration, and system administration/monitoring.

Brief Overview of Position

The IT Specialist will be responsible for providing broad-based IT support for the Data Hub. Support will include participating in requirements development sessions to plan system enhancements and long-range planning for expanding Data Hub capabilities. In addition, the IT Specialist will work with states to coordinate Data Hub implementation and to resolve user technical issues. The IT Specialist will also manage a set of system, application and database monitoring tools to monitor Data Hub performance. The IT Specialist will assist in preparing and reviewing technical documentation, in managing software releases and configuration control, and in testing. The IT Specialist will work with state UI staff and representatives, and with the Project Manager, Sr. Solution Architect, and other members of the project team to meet project objectives.

Roles and Responsibilities

- Review and resolve state technical integration issues
- Maintain, support, and educate states on SOAP Web Service API reference implementations & test clients in Java and .Net
- Screen share to support states during the integration process if necessary
- Responsible for updating the integration user guide and integration documentation
- Perform Linux & AWS administration necessary for the IDH such as environment creation, security remediation, tool installation, state certificate installation, or user account creation
- Ability to perform production support, monitoring, and debugging of the entire stack involving httpd, ELBs, Tomcat, and OpenAM to resolve application issues or restore servers if necessary

- Implement and manage AWS cloud infrastructure and monitoring solutions
- Manage software configuration and deploy software releases

Competencies

- Troubleshooting, Issue resolution, and Production Support
- Software configuration control
- System, Database, and Application monitoring
- AWS & Linux System Administration
- Candidates must have a consistently respectful and professional demeanor toward colleagues, members of the Association, visitors, guests, callers, stakeholders, and vendors. They also must have the ability to develop collaborative partnerships with Project Managers, IT professionals, and stakeholders. Candidates must have effective time and task management skills, paying close attention to detail and keeping errors to a minimum. They must be punctual, reliable, responsible, composed, honest, ethical, tolerant of differences, collaboratory, and flexible. Candidate must also be comfortable working on a virtual team. Must work during core business hours with some overlap for time zones of US based distributed team when necessary.

Desired Experience

- 5+ years Linux system administration experience
- 2+ years AWS experience
- Support and configuration experience for Httpd, Tomcat with ELBs in AWS
- Experience with asymmetric encryption using PKI certificates for SFTP and Web services
- Excellent client-facing and internal communication skills.
- Excellent written and verbal communication skills.
- Collaborators well with other teammates
- Ability to be productive working remotely
- Solid organizational skills including attention to detail and multi-tasking skills.
- Strong working knowledge of Microsoft Office.

Preferred Experience

- Cassandra support experience
- Support experience with OpenDJ and OpenAM for SSO
- Java and/or .Net development experience
- Experience developing CXF or similar web services

Education (including credentials, certificates, etc)

- Bachelor's degree in computer science or related technical area
- Master's degree preferred

Job Details

Location: The position is a remote/telework position.
Title: IT Specialist
Report to: Mark Fuini, Sr. Solution Architect
Term: Full Time
Salary Range: $80,000 - $95,000 per year
Benefits: Generous 401k Matching and Health Care Package, Tuition Reimbursement
Travel Requirements: Periodic travel around the United States (and possibly US territories) for working sessions
How to Apply: Submit resume by June 8th, 2018 to jcotter@naswa.org