

# FALCONWOOD INC.

## **About Falconwood, Inc:**

Falconwood, Inc. is a small, woman/veteran-owned business providing executive level consultants and programmatic support to Department of Defense (DoD) Information Technology (IT) initiatives and programs.

We provide expert consultation on a diverse range of IT subjects focusing on acquisition strategy, implementation activities and Information Assurance policy and engineering.

We have an immediate opening for a **Business Process Analyst** to provide IT Service Management (ITSM) analysis and implementation support to the strategic planning, design, development, transition, and operations of the United States' Navy Maritime Maintenance Enterprise Solution – Technical Refresh (NMMES-TR). The Analyst must provide analysis for matters related to oversight of IT Service Management in: program requirements, developing policies and procedures, coordination with commands and identify opportunities for improved use of resources and process improvements.

## **Duty Location:**

Norfolk, VA or Charleston, S.C.

*\*Travel may be required.*

## **The Business Process Analyst will:**

- Research, develop, and recommend solutions to integrate people, processes, and technology towards an IT service management-based framework.
- Support strategy, concept of operations, process, and procedures development using DoD and DON standards and policies and industry best practices, including ITIL.
- Facilitate communications and guidance regarding contract transition, process improvements, strategic planning, and coordination of services.
- Develop comprehensive metrics reports, graphs, and analysis by compiling complex data from multiple sources; create metric templates, standards, and dashboards.
- Provide inputs to acquisition documentation, including: Management Plans; Statements of Work; and CDRLs.
- Apply knowledge of ITSM capabilities (e.g. CMS, CMDB, SKMS, etc.) and cloud technologies (e.g. AWS, Azure) to ITSM strategies and work products.
- Support special projects and tasks, as assigned.
- Develop and present executive-level briefs.
- Facilitate and record stakeholder meetings.
- Serve as action officer and develop status reports.

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## Required Qualifications:

- Minimum Secret Clearance
- ITIL Foundations Certification (required), ITIL Intermediate Certification in Service Design and/or Service Transition (preferred)
- 8+ years of experience in DoD or DON IT service management
- Familiarity with Cloud technology
- Experience with common ITSM tools/capabilities
- Working experience with DoN network environments
- Proficiency in Microsoft Visio, Project, Word, PowerPoint, Access, and Excel
- Ability to communicate effectively across various organizations (DoD, DON, industry, etc.) to ensure goals are met on time and on budget

**Please reply directly to this position description with an updated resume and your salary requirements directly to Tiffany Cannon at [tcannon@falconwood.biz](mailto:tcannon@falconwood.biz).**

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