

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 an **ITSM Process Analyst**.

Duty Location:

Washington Navy Yard

**Minimal travel may be required.*

The ITSM Process Analyst will:

- Ensures the completion of programs, projects or tasks within estimated timeframes and budget constraints
- Ensures that the quality of the program, project or task deliverable meets the established standards or metrics
- Manage all end-to-end Process Capability Assessments (PCAs) process activities, including: tracking project schedule, coordination of assessment activities
- Assess current ITSM processes within Naval Enterprise Networks (NEN) to evaluate the capability level rating against DoD policies & standards, compose reports, provide recommendations, perform SWOT analysis
- Review processes, propose efficiency improvements, and implement approved process improvements.
- Identify workflows and processes that help streamline communication and operational efficiency.
- Lead in the creation, review and updating of Standard Operating Procedures (SOP), coordinating with various departments.
- Evaluate the SOP on a periodic basis and identify potential SOP revisions as needed to support continuous improvement.
- Act as a change agent, systematically driving continuous improvement and operational excellence methodologies and change throughout Client Success.
- Implement data collection mechanisms in areas where additional data is required for process analysis
- Partner with internal support teams to prioritize and implement system enhancements required for improved process flows to drive operational efficiencies.

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QUALIFICATIONS AND EDUCATION REQUIREMENTS:

- Minimum SECRET clearance
- Bachelor's Degree in Computer Science or Systems Engineering w/5 Years of experience
- Demonstrated strong critical thinking skills
- Experience performing process assessments or audits
- Proficiency in Microsoft Office applications, particularly Project, Visio, Access, Word, Excel and PowerPoint
- Ability to think independently with minimal oversight, as well as demonstrate exceptional written and oral communications skills
- Exemplary customer/client management skills and techniques
- Ability to analyze data, identify issues, develop improvements and implement process improvement initiatives
- Performs quantitative analysis of key process indicators to identify opportunities for process improvement
- Ability to analyze information to find trends or diagnose problem areas
- Experience defining and reporting on operational metrics

PREFERRED SKILLS:

- Experience working in an IT environment in an operational capacity (i.e. operations lead, project manager, systems analyst)
- ITIL v3 Foundations (or higher)
- Lean Six Sigma Green Belt (or higher)
- TIPA Assessor certification (or equivalent)

Please reply directly to this position description with an updated resume and your salary requirements directly to Tiffany Cannon at tcannon@falconwood.biz.

Tiffany A. Cannon
Falconwood, Inc.
Office: 703.888.4328
Email: tcannon@falconwood.biz

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