

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 Information Technology (IT) initiatives and programs. We provide expert consulting services on a diverse range of IT subjects focusing on acquisition strategy, implementation activities and Information Assurance policy and engineering.

We support the total lifecycle of Information Technology systems and applications. We have an immediate opening for a **Knowledge Management (KM) Analyst** with experience supporting complex IT programs. If you want to be part of a dynamic team and want to provide yourself with a daily challenge, this job is for you.

Location

- Arlington, VA, or Washington, D.C. (Navy Yard)

Duties:

The Knowledge Management Analyst will:

- Assist in maintaining the Program Management Office Knowledge Management (KM) Strategy, supporting Standard Operating Procedures (SOPs), and quality standards
- Assist in developing the KM Implementation Communications Strategy
- Conduct journalistic lessons learned and insights interviews of subject matter experts to capture tacit knowledge (insights, lessons learned, etc.) and publish findings to support continual program improvement
- Develop SharePoint libraries and wikis to capture and share insights, lessons learned, and historical information intuitively
- Develop and conduct KM 101 and SharePoint 101 training; develop training and work instructions for solutions developed by the KM team
- Provide consultation as needed for integrating KM into existing processes, aid in improving processes through use of KM best practices and SharePoint
- Perform quality assurance (QA) assessments to ensure adherence to KM policy. Develop and leverage reporting, processes, and tools to perform QA.
- Develop strategies for implementing KM culture and driving change
- Assist in developing the Knowledge Governance Model
- Editorial review of team deliverables for grammar, style guide, and metadata standards adherence
- Take direction from a Team Lead and be expected to carry out the tasks individually or with other team members
- Work on a team as a member while keeping the overall project goal on schedule
- Think independently and demonstrate exceptional written and oral communications skills
- Effective communications with Developers, Analysts, Managers, and Customers

Skill and Specifications

- Extensive technical writing experience (required submission of a writing sample)
- Experienced Knowledge Management professional, proficient in best practices
- Proficient to Master level Microsoft Word and PowerPoint skills

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- Proficiency in Microsoft Office applications including Visio, Project, Excel and Access
- Proficient with SharePoint 2013
- Experience gathering and documenting project requirements
- Experience in large, geographically disparate IT environments (100,000+ users)
- Familiarity with Department of Navy (DON) command organization and IT infrastructure
- Familiarity with HTML
- Excellent public speaking and presentation skills to executive audiences
- Ability to work remotely with minimal on-site supervision
- **ACTIVE SECRET security clearance at a minimum** (higher clearances can be held)

Qualifications

- Bachelor's Degree or equivalent related experience
- >3 years in Knowledge Management
- ITIL Foundations Certificate (at a minimum) desired
- NMCI experience is an advantage but not mandatory

Please reply directly to this position description with an updated resume and your salary requirements directly to Travis Jones at tjones@falconwood.biz.