

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** to provide IT service management analysis and implementation support to the strategic planning, design, development, transition, and operations of Navy and Joint networking activities towards a multi-vendor outsourcing contract re-compete. 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. This position requires full-time presence onsite with the client in Suffolk, VA. As the onsite representative, the Analyst must be technically savvy and possess excellent communication skills.

Job Code: FWI-ITSM-NAVIFOR

Duty Location:

Suffolk, VA

The Process Analyst will:

- Research, develop, and recommend solutions to integrate people, processes, and technology towards improved IT service management and IT security principles.
- Employ DoD or DON experience and best practices for the application and development of network management techniques towards the Navy's networks, Cloud computing, and Joint networks.
- Support strategy, concept of operations, and tactics, techniques, and procedures development using DoD and DON standards and policies and industry best practices, including ITIL v3 and COBIT.
- Develop Service Operations (SO) approaches and execution plans.
- Research and assess SO implementation, execution, and maturity as it pertains to the program initial operational capability.

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- Facilitate communications and guidance regarding contract transition, process improvements, strategic planning, and coordination of services.
- Integrate ITSM processes and interface with ITSM process teams.
- Perform periodic process document reviews and updates.
- Support Continual Service Improvement (CSI) initiatives.
- Develop comprehensive metrics reports, graphs, and analysis by compiling complex data from multiple sources.
- Provide inputs to acquisition documentation, including: Management Plans; Statements of Work; and Contract Data Requirements Lists (CDRLs)
- Develop and present executive-level briefs.
- Facilitate and record stakeholder meetings.
- Serve as action officer and develop status reports.

Required Qualifications:

- Minimum SECRET clearance
- Bachelor's degree or equivalent related experience
- ITIL Foundations Certification
- 5+ years of experience in DoD or DON IT service management
- Working experience with Naval Networking Environment (NNE), to include Navy Marine Corps Intranet (NMCI) and OCONUS Enterprise Network (ONE-NET)
- Proficiency in Microsoft Project, Word, PowerPoint, Access, and Excel
- Exceptional written and oral communications skills
- Operate independently and on a matrixed team
- Excellent customer/client management skills and techniques – internal and external

Desired:

- Experience with Navy Acquisition strategies and resourcing
- Familiarity with Navy command organization structure

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- Knowledgeable in use of Microsoft SharePoint
- ITIL Intermediate Certification, Service Operations preferable

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

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