

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 consultation 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 **IT Specialist** who knows their way around the IT Operations environment. If you want to be part of a dynamic team and want to provide yourself with a daily challenge, this job is for you.

Again, if you are currently in the market for an exciting challenge, review the below position description to see how this immediate opportunity can be a great fit for your career path.

Job Description:

The IT Specialist will provide support to the OPNAV CIO Contract Technical Representative (CTR) for Next Generation Enterprise Network (NGEN). The IT Specialist will provide support to implement and maintain Information Resource Management (IRM) solutions through the performance of Assistant Contract Technical Representative Field Services to meet these objectives and to improve business processes. OPNAV users utilize NGEN software and hardware for network access. There are approximately 2,600 users and 4,400 client workstations on the unclassified and classified enclaves combined. The Pentagon network infrastructure is currently managed by the Joint Service Provider (JSP).

Job Location:

Pentagon

Duties and Responsibilities:

- Track all Contract Line Item Numbers (CLINs) and continuously validate data for accuracy
- Train and assist new users as applicable in the use of NGEN Tools such as Navy Enterprise Tool (NET), NMCI HP Service Manager (HPSM), and processing Move, Add, Change (MAC) requests.

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- Ensure that all NGEN NIPRNET and SIPRNET requirements are clearly identified to the OPNAV NGEN CTR for ordering and delivery.
- Ensure that all data for each individual user (profile and account information) as well as seat information are correct in the NET ordering tool. This is the main source of information to create the build-out of a seat and ensure delivery to the right location and person.
- Ensure that the applications required for the appropriate division or museum are identified, correctly documented in the Integrated Solution Framework (ISF) Tools database, and attached to the correct seats in the NET tool.
- Coordinate between the OPNAV NGEN CTR and the end user, the delivery of equipment, seat services, applications, and basic user training.
- Ensure that acceptance of required documentation is complete and reported back to the OPNAV NGEN CTR in a timely manner to facilitate correct invoice and billing of services received.
- Conduct in-processing for all new personnel to include:
 - Verifying security clearance with Command Security Officer;
 - Providing a government approved brief on their security responsibilities to OPNAV Staff
 - Determining and ordering NGEN/NMCI service requirements for new personnel;
 - Transfer existing or create new NMCI user accounts; and
 - Ensuring user System Authorization Access Request (SAAR) forms are completed and routed to the Command Information Assurance Manager (IAM).
 - Assist users with submitting trouble tickets or submit on behalf of users.
- Conduct monthly survey of all NGEN/NMCI services being provided to the OPNAV to identify:
 - New service requirements. Coordinate ordering, funding and delivery with the OPNAV N-Code Financial Coordinator and the OPNAV NGEN CTR. Verify actual date of full

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delivery of all NGEN/NMCI services to provide full invoice accounting to the OPNAV NGEN CTR;

- Services due for technical refresh. Coordinate replacement schedule with the Enterprise and the OPNAV NGEN CTR; and
- Services no longer required by the Enterprise. Coordinate termination and equipment turn-in with OPNAV personnel and the OPNAV NGEN CTR.
- If the services being terminated involve classified material (including classified computers, hard drives, storage devices, etc.), coordinate turn-in with OPNAV's Command Security Officer and the OPNAV NGEN CTR. All classified material handling and destruction requirements shall be in accordance with Department of Defense (DoD) and Department of the Navy (DoN) policies.
- Support the Command Security Manager (CSM) and the Command Information Assurance Manager (IAM), as necessary.
- Assist Directorate personnel with contacting the NGEN/NMCI Helpdesk and escalating trouble tickets that are not being resolved in a timely manner. If additional escalation is required to resolve a trouble ticket, coordinate with the OPNAV NGEN CTR.
- Coordinate any personnel moves (internal or external to their current office) with the OPNAV NGEN CTR prior to actual move to properly plan, document, and ensuring minimal service interruption to the user. Coordination includes:
 - Providing move details and timelines to the OPNAV NGEN CTR and
 - Submitting updates to the NMCI Enterprise Tool (NET) and submission of Move-Add-Change (MAC) requests for all NGEN/NMCI hardware asset physical moves and/or NGEN/NMCI Active Directory (AD) changes.
 - Deactivating or transferring all NGEN/NMCI user accounts upon user's departure from the command. Submit updates to the NMCI Enterprise Tool (NET), and provide Move-Add-Change (MAC) forms for all NGEN/NMCI hardware asset physical moves and Active Directory (AD) changes.
- Ordering approved NGEN/NMCI services for assigned government, civilian and contractors and conducting the periodic technical refresh of existing NGEN/NMCI services. Duties include:

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- Ensuring the following information is correct in the NMCI Enterprise Tool (NET): all NGEN/NMCI SIPRNET and NIPRNET requirements; personal data for each individual user (profile and account information); and asset information, including computer name/asset tag number and location.
- Ensuring all software applications required for each user are identified correctly and associated with the correct user and asset in the NMCI Enterprise Tool (NET).
- Prior to delivery, coordinating NGEN/NMCI delivery of any new services, equipment, or software applications with the appropriate Directorate office personnel and the OPNAV CTR.
- For SIPRNET desktop computers, coordinating receipt of all classified internal hard drives with the OPNAV CTR and Command Security Manager. Ensure all “chain of custody” paperwork is completed to transfer classified material to the end user.

Required Qualifications:

- Bachelor’s degree or equivalent related experience
- 2+ years of experience in Information Technology related experience
- Must obtain within (3) months of hire date, DOD 8570 Information Assurance Technical (IAT) Level I (e.g. A+, Network+, SSCP, or CCNA-Security) certification
- Must possess **DoD Interim Secret security clearance**

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

Travis A. Jones
Falconwood, Inc.
Office: 703.888.4316
Cell: 703.850.9643
Email: tjones@falconwood.biz

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