

# 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 FY 2018 opening for a **Performance Management Analyst** 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.

## **Job Description**

The Performance Management Analyst will review and analyze data collection tools, interfaces, architecture, calculation and reporting methodologies, identify trends and develop strategies to mitigate issues and improve overall system performance, devise and implement policies and strategies for the development of departmental performance matters, effectively communicate team objectives, goals, and mission requirements to service and process owners and program leadership, and coordinate and facilitate the communication of performance issues to all program staff, to include the preparation of reports for managers, as well as presentation support.

- Articulate issues to appropriate program personnel and collaborate with Government and support staff to mitigate disputes quickly and efficiently.
- Direct and participate in requirement development for various organizational surveys.
- Oversee, on behalf of the government, all ongoing surveys.
- Translate concepts, theories and ideas into strategies, objectives and capabilities.
- Perform process improvement activities and process capability assessments using industry best practices (Lean Six Sigma)
- Skillfully determine how a major acquisition program should work and how changes in conditions, operations, and the environment will affect outcomes.
- Develop and manage performance metrics utilizing various tools based on industry best practices (ITIL, Lean Six Sigma)
- Identify measures or indicators of system performance and the actions needed to improve or correct performance, relative to the goals of the program.
- Make recommendations to improve Information Technology Service Management (ITSM) processes and enterprise IT infrastructure.
- Develop both technical and executive presentations.
- Provide training and guidance to departmental staff, senior managers, members on performance and service improvement.

## **Job Location**

- Washington, DC - Navy Yard

## **Skill and Specifications**

# FALCONWOOD INC.

- Strong coordination, organization, teaming, and communication abilities
- Ability to work under pressure and time constraints
- Familiarity with Navy command organization and IT infrastructure
- Excellent public speaking and personal interaction skills
- Proficiency in Microsoft Office applications, particularly Project, Visio, Access, Word, Excel and PowerPoint
- Proficiency in metric development and measurement/trend analysis
- Experience working in an IT environment in an operational capacity (i.e. operations lead, project manager, systems analyst)
- Ability to work on a team as a member or a task lead, while keeping the overall project goals and activities on schedule
- Ability to think independently with minimal oversight, as well as demonstrate exceptional written and oral communications skills
- Exemplary customer/client management skills and techniques
- Must possess a Final SECRET security clearance

## **Qualifications**

- ITIL v3 Foundation certification (preferred)
- Lean Six Sigma Green Belt (preferred)
- Bachelor's degree in IT or equivalent related experience
- 5+ years of experience in Information Technology (IT), with emphasis on IT and data analysis

Please reply directly to this position description with an up-to-date resume and salary requirements directly to Travis Jones at [tjones@falconwood.biz](mailto:tjones@falconwood.biz).

Travis A. Jones  
Falconwood, Inc.  
Office: 703.888.4316  
Cell: 703.850.9643  
Email: [tjones@falconwood.biz](mailto:tjones@falconwood.biz)