

# 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 a **Program Analyst** to perform multiple tasks related to developing, implementing, and managing system plans, processes, data, and activities in support of the Navy Marine Corps Intranet (NMCI) Enterprise Services Tools.

**Job Code: 324-0189**

## **Duty Location:**

Washington Navy Yard, D.C.

*\*Minimal travel may be required.*

## **The Program Analyst will:**

- Serve as the Subject Matter Expert (SME) for all Order to Payment Systems: NEST, Informatica (IDM), Central Data Repository (CDR), Integration Solutions Framework Tools (ISF Tools), and eMarketPlace (eMp).
- Serve the Contract Technical Representative (CTR) NEST Leads for all issues related to access, order, delivery, and rollover for all services ordered through NEST.
- Collaborate with Navy Operator/Fleet Organizations, Contracts, Assistant Program Managers (APMs) to determine the best approach for IT Service Ordering and Delivery based on DoN requirements and IT Policy.
- Work directly with FMO 2.1 to reconcile monthly records for NEST and eMp to Standard Accounting and Reporting System (STARS) and Standardized Accounting Budgeting & Reporting System (SABRS). Received audit readiness approval from FMO 2.1 and FMO 3.
- Facilitate data center hosting activities for NEST, to include requests, specifications, registration, accreditation, and funding documentation.
- Oversee C&A/A&A activities, creation of documentation, package submission, risk/issue management, High Risk Escalation Requests.

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- Perform system registration actions (e.g. NAV-ITAS, DITPR-DON, DADMS, eMASS).
- Assist Request Fulfillment team in support of Service Request Management activities including policy and delivery of services through the ticketing system.
- Assist in managing and training the helpdesk (Navy311); Manage Navy311 tickets troubleshooting, resolving, and closing, incident, problem, and event tickets (Remedy).
- Assist in troubleshooting and resolving operational issues for multiple systems.
- Support training initiatives and train CTRs on managing Services and Task Orders.
- Assist in creation and management of Contract Line Item Numbers (CLIN) for NEST.
- Facilitate and manage Fiscal Year (FY) Rollover for NEST.
- Provide briefing and instruction on a weekly basis to the CTR community (150+).
- Oversee Service Provider processes and activities to meet delivery timelines.
- Coordinate requests for change (RFC) packages, including data flow diagrams, interface control documents, implementation plans, and other technical documentation.
- Develop and manage comprehensive project schedules focused on key NEST system implementation and maintenance activities.
- Interface with system engineers and service providers to obtain specifications/data to develop analyses such as: business cases and analysis of alternatives.
- Collaborate with system developers, users, customers, and other stakeholders to ensure timely delivery of the required tool functions.
- Manage and track change control for: design changes, technical documentation, requirements and maintenance monitoring and reporting potential system impacts.
- Manage Cloud migration effort; Create schedule and transition plan for cloud migration with stakeholders.

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- Develop strategy on interfacing systems to migrate/adjust connections to accommodate system cutover with minimal downtime.
- Develop and present executive-level briefs for SES/FLAG and senior leadership.
- Serve as action officer and develop status reports.

## **Required Qualifications:**

- Minimum SECRET clearance
- 8+ years of IT experience
- Experience in a NMCI Customer Technical Representative capacity
- Excellent public speaking and personal interaction skills
- Experience with managing Enterprise-level IT projects
- Experience with business/operations solution architectures (i.e. portals, service management, networks, inventory)
- Familiarity with DON network environments, specifically NMCI
- Familiarity with common NMCI service delivery functions, processes and tools
- Proficiency in Microsoft Office applications, particularly Project, Word, Excel and PowerPoint
- 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 goal 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

## **Desired:**

- Bachelor's Degree in an IT or Sciences related field
- Project Management Professional certification
- Security+ certification

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- ITIL v3 Foundation certification
- Enterprise Architecture (e.g. DoDAF)
- Familiarity with DON network architecture

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

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