

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 **Service Level Management (SLM) Analyst**.

Duty Location:

Washington Navy Yard

**Minimal travel may be required.*

The SLM Analyst will:

- Develop quality and accurate deliverables on schedule and under budget.
- Develop both technical and executive presentations.
- Facilitate and record periodic program performance meetings.
- Develop, review and maintain Statements of Work, Performance Work Statements, Standard Operating Doctrine and Operations.
- Analyze performance dashboards, reports, and meaningful information from data collection tools and reports.
- 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.
- Effectively communicate team objectives, goals, and mission requirements to service and process owners and program leadership.
- Translate concepts, theories and ideas into strategies, objectives and capabilities.
- Skillfully determine how a major acquisition program should work and how changes in conditions, operations, and the environment will affect outcomes.
- 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.

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- Work collaboratively with other team members to keep the overall project goal on schedule.

QUALIFICATIONS AND EDUCATION REQUIREMENTS:

- Minimum SECRET clearance
- Bachelor's Degree or equivalent related experience
- ITIL Intermediate (or higher)
- Strong critical thinking skills
- Proficiency in Microsoft Office applications
- Ability to think independently with minimal oversight, as well as demonstrate exceptional written and oral communications skills
- Exemplary customer/client management skills and techniques
- Ability to analyze data, identify issues, develop improvements and implement process improvement initiatives

PREFERRED SKILLS:

- Experience working in an IT environment in an operational capacity (i.e., operations lead, project manager, systems analyst)
- Strong technical writing
- Ability to quickly learn the functionality and capability of various performance tools with different platforms (e.g. Oracle, SQL server) and understand the interrelationships between them.

Please reply directly to this position description with an updated resume and your salary requirements directly to Tiffany Cannon at tcannon@falconwood.biz.

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