

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 Technical Program Analyst to provide product and system support and analysis, project support, and process development. The position will support senior Government and Military personnel at the Navy Next Generation Enterprise Network (NGEN) Navy program management office.

Critical Competencies:

Data analysis, Teamwork and Effective Communication, Metrics Management, Service Level Management, ITIL Process Knowledge

Duty Location:

- Arlington, VA, or Washington Navy Yard, D.C.
- 10% Travel may be required

The SLM Senior Analyst will:

- Develop dashboards, reports, presentations and actionable recommendations on enterprise measurement systems, integrated datasets, tools, and processes.
- Manage team to develop quality and accurate work deliverables that are on schedule and under budget.
- Matrix resources to allow for maximum workload efficiency and personal/professional development.
- Think independently and demonstrate exceptional written and oral communications skills.
- Ability to lead technical studies and determine the effectiveness of technical reviews.
- Ability to translate concepts, theories and ideas into strategies, objectives and capabilities.
- Ability to think critically.
- Ability to provide guidance in the development of project plans to include identification of resources and associate budget impacts.
- Skilled in identifying measures or indicators of system performance and the actions needed to improve or correct performance, relative to the goals of the system.
- Skilled in determining how a system should work and how changes in conditions, operations, and the environment will affect outcomes.
- Effective communication (oral / written / presentation / facilitation) and problem-solving techniques.
- Using intermediate to advanced features of MS Excel to create and link multiple worksheets and charts using formulas and design Workbooks to greatly automate manual data entry tasks that

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will be used for multi-page informational/analytical recurring executive level reports containing data, narrative analytical explanations and charts.

- Technical understanding with ability to translate into business concepts.
- Relationship management and conflict resolution skills.
- Practical application of statistical, numerical and analytical principles and processes.

Required Qualifications:

- Minimum Secret clearance
- Bachelor's Degree in an IT or Engineering focus.
- ITIL v3 Foundation Certification
- Adaptive and positive personality in a dynamic and challenging IT environment.
- Exemplary customer/client and team management skills and techniques.
- Experience in technical writing and developing deliverables for senior management and leadership.
- Ability to think independently with minimal oversight and work with individuals with varying skillsets and knowledge.
- Exceptional communication (oral / written / presentation / facilitation) and problem-solving techniques.
- Proficiency in Microsoft Office applications, particularly Project, Visio, Word, Excel and PowerPoint.

Desired Qualifications:

- Experience with DoD/DON network environments, specifically NMCI/NGEN/ONE-NET.
- Maintain excellent relationship management and conflict resolution skills.
- Familiarity with enterprise data collection tools and end user ticketing and performance reporting systems.
- Strong experience in software, end user, or IT system testing.
- Ability to measure and quantify operational and contractual metrics to assess network, end user, and process performance.
- Experience with DoD acquisition performance principles to include Service Level Requirements, Key Performance Parameters, and Service Level Agreements.
- Experience with common NMCI service delivery functions, processes and tools.
- ITIL Intermediate Certification: Service Offerings and Agreements certification.

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