

# 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 **Senior Knowledge Management Analyst**. The Senior Knowledge Management Analyst will coordinate projects, improve processes, and manage development projects to automate processes within a SharePoint 2013 environment. The KM Analyst will stimulate a mature Knowledge Management culture and lead projects for organizational change to embed KM best practices in the foundation of all Program Office processes and procedures.

## **Duty Location:**

Washington Navy Yard

*\*Minimal travel may be required.*

## **The Senior Knowledge Management Analyst will:**

- Facilitate consultation for teams to incorporate KM into their day-to-day functions and encourage adoption through innovative marketing approaches
- Collaborate to develop a clear understanding of how processes function, while providing recommendations for improvements based on industry best practices (e.g., ITIL, Lean Six Sigma), recommend process automations when practical
- Gather metrics, information, and insights from all available information sources, including conducting interviews to develop a learning organization
- Develop strategies and processes to capture and retain organizational memory and encourage information sharing to support informed decision making
- Develop requirements based on joint requirements identification sessions, conduct quality assurance analysis on developed solutions to ensure requirements were met
- Facilitate formal Change Management processes to manage SharePoint development
- Oversee migration from SharePoint 2013 (on-prem) to SharePoint 2016 (O365)
- Develop user guides, training materials, and manage communications effectively
- Execute instructor-led training for all end-users for KM solutions (improved processes, SharePoint customizations) in addition to KM standard training (KM 101, SharePoint 101, Content Manager 101)

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- Manage projects according to a schedule in MS Project; provide status reporting to Government client
- Advocate the value and importance for KM to all levels of personnel to include Senior Government leadership

## **Qualifications and Education Requirements:**

- ITIL Expert certification (preferred)
- Lean Six Sigma (LSS) Green Belt certification (preferred)
- Bachelor's degree or equivalent related experience
- 7+ years of experience in Information Technology (IT)
- 3+ years in Knowledge Management
- 3+ years in IT/Business Process Improvement

## **Preferred Skills:**

- Familiarity with SharePoint best practices, limitations, and capabilities
- Proficient with Knowledge Management/Continuous Process Improvement best practices
- Strong coordination, organization, teaming, and communication abilities
- Experience executing process improvement projects
- Proficiency in Microsoft Office applications, particularly Word, Excel, Visio, Project, and PowerPoint
- Ability to think independently and innovatively
- Excellent public speaking and personal interaction skills
- Must possess a Final SECRET security clearance

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

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