

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 and trending, metric development and management, Service Level Management, IT Service Management process knowledge

Job Code: 205 – SLMA

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 for senior leadership on enterprise measurement systems, integrated datasets, tools, and processes.
- Matrix resources to allow for maximum workload efficiency and personal/professional development.
- Ensure all Service Level Requirements, to include targets and threshold, are appropriate.
- Continuously monitor and report on achieved service levels and compare them with agreed service level targets.
- Lead and implement contract modifications for existing or new SLRs.
- Leverage industry best practices and analyze lessons learned to identify opportunities for process improvement.
- Think independently and demonstrate exceptional written and oral communications skills.
- Ability to lead service and data reviews with Service Owners and associate program stakeholders.
- Ability to think critically, and translate concepts, theories and ideas into strategies, objectives and capabilities.
- Ability to provide guidance in the development of project plans to include identification of resources and associate budget impacts.

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- Skilled in identifying performance measures or indicators of system performance, conduct root cause analysis, and effectively escalate the actions needed to improve or correct performance.
- 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 design solutions to greatly automate manual data entry, and use resulting solutions to demonstrate outcomes to leadership.
- Relationship management and conflict resolution skills.

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.