

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 **Systems Engineer (ITIL/ITSM SME)**.

Duty Location:

Crystal City, VA Norfolk, VA San Diego, CA

**Minimal travel may be required.*

The Systems Engineer (ITIL/ITSM SME) will:

The Systems Engineer (ITIL/ITSM SME) will provide strategic analysis documents, position papers and POA&Ms to deal with complex issues and provide overall understanding of the ITIL/ITSM framework as it pertains to the NESD Cloud Migration project, to include the political environment, and DoD acquisition as it relates to procurement of cloud hosting services. They will support the preparation and conduct of Engineering Analysis (EA) materials and events as scheduled by PMW 250, to include: development and coordination with the appropriate points of contact, help to assemble all required engineering artifacts and assist the PMW 250 Technical Director in presentation of EA events, and support all EA activities associated with system changes through the lifecycle of the Project. The SME will assist with providing input on ITSM processes to include: strategy, design, and service transition to Amazon Web Services (AWS) Infrastructure as a Service (IaaS). They will identify and evaluate tools and technologies required to support the processes (as needed). The ITIL/ITSM SME will perform technical contract support within the timeframe and formats assigned, meet the quality and technical requirements of the customer, and all submitted work shall be accurate and complete.

Qualifications and Education Requirements:

- ITIL v3 Foundation Certified, Intermediate Lifecycle Certified or Expert (Preferred)
- Amazon Web Services (AWS) Certified Professional (Preferred)
- 5+ years experience providing enterprise ITSM/ITIL framework expertise to ensure project success
- Bachelor's Degree in Systems Engineering (or related field) from an accredited university, or equivalent work experience (Master's Degree Preferred)
- 5+ years experience supporting large-scale IT projects

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- DAU Acquisition 101 (Preferred)

Preferred Skills:

- Highly experienced in POA&M development and ITIL implementation
- Understanding of DoN Engineering Assessment requirements
- Strong coordination, organization, teaming, and collaboration skills
- Ability to work under pressure and time constraints
- Experience in large, geographically disparate IT environments
- Deep understanding of ITIL/ITSM, as well as Agile, SCRUM and Continuous Delivery methodologies
- Ability to work with minimal guidance and meet deadlines on schedule
- Ability to work independently and prioritize tasking effectively
- Strong problem solving and analytical skills with the ability to learn information quickly
- Familiarity with DoN command organization and IT Networks, Systems & Services
- Active SECRET Clearance

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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