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Senior Systems Support Analyst

DirectViz Solutions, LLC, a high-level strategic consulting services firm that meets mission needs for commercial and government clients, has multiple positions for a full-time Senior Systems Support Analyst. This position, located in "Pensacola, FL".

Responsibilities:

Manage and oversee the quality of all systems support analyst services and deliverables, providing training and development support to less experienced systems support analyst staff. Perform high-level systems analysis support to enhance the overall IT systems. Consult with management to establish agreement on system principles; expand or modify systems to serve new purposes or improve work flow. Confer with customers regarding the nature of information processing or computation needs and prepare cost-benefit and return-on-investment analyses to aid in decisions on system implementation. Analyze information processing or computation needs; plan and design computer systems, using techniques such as structured analysis, data modeling and information engineering. Review requirements, gather information, analyze data, prepare project synopses, compare alternatives, prepare specifications for programs, resolve processing problems, and coordinate work with programmers. Develop, document and revise system design procedures, test procedures, and quality standards. Test, maintain, and monitor computer programs and systems, including coordinating the installation of computer programs and systems. Provide staff and users with assistance solving computer related problems, such as malfunctions and program problems. Exercise analytical techniques when gathering information from users, defining work problems, designing a system of computer programs, and developing procedures to resolve problems. Develop complex ad hoc queries; review and analyze computer printouts and performance indicators to locate problems and correct errors. Use COTS and GOTS software; design and develop user training materials and independently train users at various locations or via VTC or Web meetings to work with computer systems and programs. Possess high-level oral and written communications skills; effectively communicate with all levels of client management, contractor managers and client agency representatives; adept in generating and conducting briefings, presentations.

At least two (2) years of recent, industry accepted experience in complex projects involving IT software development and/or programming. Position requires IA Workforce (IAWF) certification IAW DOD 8570.01-M and SECNAV M-5239.2.

QUALIFICATIONS:

- Must be U.S. Citizen
- SECRET clearance
- DOD 8570.01-M and SECNAV M-5239.2 Certifications
- Bachelor's level degree from an accredited college or university in a curriculum or major field of study which either, (1) provides substantial knowledge useful in analyzing large, complex IT systems projects, (2) is closely related to the work to be automated, or (3) is in Computer Science, Computer Information Systems, a physical sciences or a mathematics intensive discipline.
- Six (6) years within the past eight (8) calendar year of intensive and current, industry accepted experience in performing system analysis in a broad-based IT setting with contemporary hardware/software/languages.
- If assigned as Task Leader, requires twelve (12) months experience in supervision of activities.