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 Systems Support Analyst. This position, located in "Pensacola, FL".

Responsibilities:

Perform high-level systems analysis support to enhance the overall IT systems. 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. Coordinate work with programmers. 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 moderate ad hoc queries as required; review and analyze computer printouts and performance indicators to locate problems and correct errors. Develop procedures to determine validity of reports produced during system execution. Analyze error transactions to determine corrective action. 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, etc. 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 One (1) year 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 science, or a mathematics intensive discipline.

- Three (3) years within the past six (6) calendar years of current, industry accepted experience in performing systems 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.