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## Systems Support Associate

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 Associate. This position, located in "Pensacola, FL".

### Responsibilities:

Participate in a team environment, performing systems analysis support to enhance the overall IT systems. Participate in requirements definition, project execution, documentation, testing, and deployment activities. Assist with expansion or modification of systems to serve new purposes or improve work flow. Confer with customers regarding the nature of information processing or computation needs. Analyze information processing or computation needs; assist in the planning 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 simple ad hoc queries and execute existing ad hoc queries; 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.

Six (6) months experience in an IT system analysis environment or equivalent IT function. 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
- Must be a high school graduate or equivalent.
- Two (2) years within the last four (4) calendar years in an IT environment.