

## Job Description

**Title:** Sr. Systems Analyst/Project Manager      **Reports to:** Director, Technology Implementation Services  
**Division:** Technology Implementation Services      **FLSA Classification:** Exempt  
**Status:** Full-time, direct hire      **Salary Grade:** TBD  
**Location:** Reston, VA      **Travel:** up-to 10% of time

**Purpose:** The Sr. Systems Analyst will review customer artifacts, understand and define scope for new customer needs, and elicit functional and non-functional requirements.

### Essential Duties and Responsibilities:

- Researching processes and compose/write system requirements for use by the engineering and operations teams.
- Developing and maintaining information and documentation related to customer processes and systems.
- Preparing and maintaining system documentation in accordance with customer requirements.
- Reviewing system documentation to identify how a change might impact the customer's infrastructure and systems.
- Engaging in process modeling and research alternatives for the creation of customer requirements.
- Identifying and resolving procedural and process problems with applicable team areas.
- Tracking and escalating issues as necessary and facilitate resolution.
- Monitoring and assisting in maintaining project plans and recommend adjustments.
- Ensuring that projects follow standards and procedures.
- Working with PMs to identify tasks, milestones and LOEs for assigned projects.
- Serving as a link between the Project Manager and members of the technical team.
- Communicating status to senior management, other impacted project managers, and team members, as appropriate.
- Other duties as assigned;

### Qualifications:

- 5 years of systems analyst experience
- Bachelor's degree or equivalent experience;
- Experience with project management tools; and experience with project/product lifecycle management methodologies including Agile
- Ability to pass a background check which includes criminal and credit inquiries;

### Other desired knowledge, skills or attributes:

- Experience in working with a provider for managed services, including cyber security and enterprise cloud solutions, as well as, consulting services that include application development and database engineering/architecture services.
- Analytical thinking: able to collect, analyze, and draw conclusions from large volumes of seemingly disparate data; able to help develop frameworks describing issues and alternatives simply yet eloquently along with alternatives and recommendations to solve the issues
- Strategic thinking: focuses on organizational efficiency and continuous improvement; researches and recommends modifications to processes and potential new methods and approaches

- Communication: proficient at writing and presentation development; proactively keeps PM informed of all issues and decisions; able to interact with multiple levels of management and staff across teams and departments; conducts walkthroughs of requirement/process artifacts and communicates effectively with engineering and operations teams to ensure clear understanding of requirements
- Independent thinker: able to fulfill assignments with general guidance and direction; works independently on requirement deliverables with moderate-to-high complexity
- Accountability: Provides accurate input to the project scope, schedule and budget; accountable for the completion of high-quality deliverables on schedule for assigned projects; Demonstrates ownership of problems, issues or requests from start to finish, ensuring that the outcome fully resolves the problem or satisfies the stated need.
- Flexibility: comfortable with changing priorities in support of customer's and or leadership team's needs

**The overall well-being of our employees and their families is important, and Neovera provides many valuable benefits, programs and tools to help manage the various phases, developments, and priorities in your life which include:**

- Medical and dental insurance coverage;
- FSA- health and dependent care expenses;
- Life insurance;
- Short and long-term disability insurance;
- Generous paid time off;
- 401(k) retirement plan;
- Competitive base salary;
- Discounted gym membership.

**About Neovera:** Neovera is a trusted provider of complex hosting solutions, leveraging over a decade of unmatched technical expertise in IT consulting and infrastructure managed services. Headquartered in Reston, Virginia, Neovera's clients range from start-up and non-profit organizations, to global media, distance-learning, and financial institutions. Our goal is to assist clients in achieving superior return on their investment with the optimization and management of high-availability IT infrastructure solutions.

*Neovera is an Equal Opportunity Employer. Qualified applicants will receive consideration for employment without regard to race, color, religion, sex, age, disability, military status, national origin or any other characteristic protected under federal, state or applicable law.*