



**POSITION: Process Analyst**  
**WORK LOCATION: Colorado Springs, CO**  
**JOB CATEGORY: Information Technology**  
**JOB TYPE: Full-Time**

**REQUISITION ID: EM08-017**  
**CITIZENSHIP: United States Citizen**  
**CLEARANCE TYPE: Secret**  
**TRAVEL REQUIREMENTS: None**

E&M Technologies, Inc. is dedicated to recruiting and developing diverse, high-performing talent who are passionate about what they do. Our employees are unified in a shared dedication to our customers' mission and quest for professional growth. E&M provides an inclusive, engaging environment designed to empower employees and promote work-life success. Fundamental to our culture is an unwavering focus on values, dedication to our communities, and commitment to excellence in everything we do.

**E&M Technologies, Inc.** is currently seeking a **Process Analyst** to join our team in **Colorado Springs, CO** in support of the North American Aerospace Defense Command (NORAD). NORAD is a United States and Canada bi-national organization charged with the missions of aerospace warning, aerospace control and maritime warning for North America. Aerospace warning includes the detection, validation, and warning of attack against North America whether by aircraft, missiles, or space vehicles, through mutual support arrangements with other commands.

**Job Responsibilities:**

The Operations Process Analyst will support a program that provides sustainment, maintenance, Problem and Change management services to help ensure secure, reliable, and uninterrupted availability of the Department of Defense networks. This position will report directly to the Fusion Center Operations Lead.

*Typical Duties Include:*

- Identify and analyze business needs, conduct requirements gathering, and define scope and objectives.
- Analyze, test, and evaluate data, in-process products, and final products in problem management.
- Perform data gathering, root cause analysis and performance trending in order to develop appropriate process changes.
- Ability to work in ticketing system to pull reports and develop trend analysis.
- Develop gap analysis with stakeholders and identify improvement opportunities.
- Work directly with Program Management and other teams to assess established processes through metrics and technical interviews, assist with Continued Service Improvement (CSI) and Opportunities for Improvement (OFI) studies and reports when applicable.
- Develop and deliver daily status reports and as needed event monitoring reports (e.g. after action reviews, EXSUMs, etc.).
- Develop and maintain automated dashboards on operational performance, trending and analysis.
- Assist with identifying shortcomings or lack of process across the Operations team in its entirety.
- Assist with corporate and contract quality audits with the Quality Assurance team and program leadership.



- Perform root cause analysis of service failures and develop resolution plans.
- Provide recommendations to the team and the customer based on analysis conducted.
- Maintain IT services within an organization for the external customers NNC.

**Minimum Qualifications:**

- Bachelor's Degree in a relevant technical discipline with a minimum of 2 years of related experience, OR a minimum of 6 years of related experience.
- Active DoD 8570 IAT Level II certification (e.g., Security+ ce, GSEC).
- ITIL Foundations Certification within 60 days or start.
- Possess great interpersonal and communication skills, report writing abilities and an aptitude for analyzing data
- Must be a U.S. Citizen.
- Must have and be capable of maintaining a U.S. Department of Defense (DoD) security clearance at the required level.

**Preferred Qualifications:**

- Technical writing experience.
- KPI, trend analysis and quality assurance experience.
- Public speaking skills.
- Extensive experience in capturing performance KPIs and metrics.
- Experience in providing leadership within a DoD IT environment.
- Excellent project, technical, interpersonal, presentation and problem management skills.
- Ability to communicate orally, and in writing, detailed technical information on troubleshooting and implementation efforts.
- Familiarity with DoD regulations and directives.

**To Apply for this Position:**

You must have the Minimum Qualifications in your resume to be selected as a candidate.

Send your resume to [resumes@eandmtech.com](mailto:resumes@eandmtech.com)

Employees may be eligible for a discretionary bonus in addition to base pay. Annual bonuses are designed to reward individual contributions as well as allow employees to share in company results. In addition, E&M Technologies, Inc. provides a variety of benefits including health insurance coverage, life and disability insurance, savings plan, Company paid holidays, and paid time off (PTO) for vacation and/or personal business. Additional benefit details can be found on our website at <https://eandmtech.com/benefits>.

The health and safety of our employees and their families is a top priority. With the continuing impacts of COVID-19 around the world, we are taking action to protect the health and well-being of our colleagues and maintain the safety of the communities where we operate. As a federal contractor, and consistent with **Executive Order 14042** (<https://www.saferfederalworkforce.gov/contractors/>) we will require all newly hired employees in the United States to be fully vaccinated by January 18, 2022, or by your start date if it is after January 18<sup>th</sup>. Federal guidance allows for disability/medical and religious accommodations with respect to the vaccine requirement. Any requested accommodations must be reviewed and approved (if applicable) in advance of your start date.

All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, marital status, national origin, age, veteran status, disability, or any other protected class. U.S. Citizenship is required for most positions.