

Job Description

Title: Senior Manager Quality Standards and Performance

Department: Quality Standards & Performance (QS&P)

General Description:

Under the general direction and supervision of the Executive VP of Operations and Consulting executes the planning, implementation, monitoring and completion of process improvement projects against CMMI, ISO 9001, ISO 20000, ISO 27001, NIST, EVM, and other related improvement methodologies as dictated by contracts. Provides best practices support to clients, including process development, training, implementation support, internal auditing, and preparation for certification. Helps implement business process improvement methodologies, including plans, procedures, and form development. Works with team members and a diverse client base primarily based in the Washington, DC Metropolitan area. Interfaces with clients on a regular, mutually agreed-upon basis to confirm expectations, and delivers expected results. Helps manage QS&P coordination of tasks for team, including capacity of team, audit activities, and group meetings. Performs peer reviews as needed to ensure quality of work product delivered to clients. Elevates any issues to direct management. Travels as required. Handles confidential information.

Relationships:

Internal: Interacts with the Executive VP of Operations and Consulting, the Director of Software Engineering, the Director of Project Management Office, Business Development Managers (BDMs), Accounting and Human Resources departments, and a variety of staff at all levels.

External: Communicates with staff of federal government agencies, customer organizations, subcontractors and a variety of vendors, including third-party registration, appraisal or accreditation entities.

Primary Duties and Responsibilities:

1. Identifies business improvement opportunities, develops solutions, manages initiatives, and identifies resources and disciplines to execute the process.
2. Applies business process improvement methods and tools to promote continuous improvement and to assist ITG's customers in aligning and mobilizing every aspect of their operations and resources for their ultimate success.

Integration Technologies Group

Author: Constantinos Nicolaou

DCS #1516

Version:1.0

Page 1 of 3

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Page Two

3. Coaches and mentors on the application of business process improvement methodology and tools in one-on-one and group settings to supplement and reinforce skills attained during training.
4. Identifies any gaps that may exist relative to Best Practices and applicable ISO 27001, ISO 9001, ISO 20000 and CMMI standards and assists customers in developing a risk mitigation strategy and roadmap to address those gaps in a planned, strategic, and cost-efficient manner; to include guidance in implementing CMMI model to improve the quality of business processes to meet their business objectives or goals.
5. Performs process audits and reviews, identifies process compliance issues, provides coaching to ensure compliance, monitors execution of plans/non-conformances to closure and facilitates lessons learned and process improvements.
6. Participates in internal and external audits and Appraisals as assigned.
7. Provides final deliverables in the form of a comprehensive findings and recommendations report.
8. Helps develop ITG standard process assets for consulting practice.
9. Assists in proposal cost analysis; develops pricing schedules and manages proposal preparation.
10. Coordinates team meetings.
11. Conducts peer review and quality checks of consultant work products on regular intervals, to verify the quality and the effectiveness of process implementation.
12. Generates regular reports as required.
13. Monitors the costs on each effort and identifies potential issues or overspending.
14. Provides customer relationship management support to ensure satisfaction and need identification. Ensures that any unsatisfactory quality issues are resolved. Identifies opportunities for new sales growth to Business Development staff.
15. Leads problem-solving activities to define problems, assess current state root cause.

Other Assigned Duties:

Senior Manager responsibilities, including:

1. Develops internal audit schedules, provides support to the audit teams and performs annual internal audits for ITG as assigned.
2. Participates in Best Practices Management Review Board activities as required.
3. Participates in ISO and CMMI improvement meetings as required.
4. Provides quality related guidance and support to ITG Departments upon request.
5. Manages the relationship with ITG's CMMI appraiser and ISO registrar.
6. Performs other related duties as assigned.

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Page 2 of 3

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Qualifications:

Bachelor's Degree in business, marketing, or technical field, or equivalent training and work experience.

Minimum of 8 years process improvement and consulting experience.

Strong interpersonal, organizational, presentation, verbal and writing communication skills.

Experience with CMMI Development, Services, and Acquisition models and face-to-face consulting with multiple clients dealing with CMMI model concepts and implementations.

Experience using Microsoft Office Products, including Microsoft Excel, Word, Outlook, PowerPoint, SharePoint and Visio.

Experience with presenting process improvement information to client organizations and writing and editing process improvement documents.

Experience with ISO processes and auditing procedures.

Knowledge of ISO 9001, ISO 27001, ISO 20000, CMMI or ITIL or other process improvement frameworks is highly desirable.

Lead Auditor certification in ISO 9001, ISO 27001, ISO 20000, and/or Intro to CMMI DEV/SVC, or other management system standard highly desirable.

ITIL Foundations or higher certification desirable.

Information Security experience highly desirable.

Status: Exempt

Concurrence and Approval:

Director of Human Resources _____ Date _____

Employee _____ Date _____