



## Sr. Business Analyst - Product Value and Performance Metrics

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Founded in 2010, Wilco Group is an SBA 8(a), Woman Owned Small Business (WOSB) provider of consulting services with diverse capabilities in management, technology, and consulting. We have over a decade of experience supporting Fortune 500 companies as well as Federal government missions and programs. We help our clients address their most complex challenges and focus on transformational change, business resiliency, and technology-driven innovation. We invest in hiring, mentoring, and training smart, diverse, and self-driven professionals interested in all aspects of the company and our Federal government customers.

For more information about Wilco Group, please visit our website: [www.wilcogroupllc.com](http://www.wilcogroupllc.com)

### **Work Location:**

- **Hybrid:** Approximately 75% Remote/Telework (US East Coast business hours - EST)
- Up-to 2 days per week in-person, on-site for collaboration activities (location –Washington, DC near L'Enfant Plaza metro stop)

### **REQUIREMENTS: If you do not fulfill these requirements, please do not apply.**

- **US Citizenship:** You must be a citizen and must be able to obtain Public Trust Clearance.
- **Experience:** At least 5 years.
- **Education:** Bachelor's degree in a related field.
- **Willing to Commute to Washington, DC:** Up to 2 days per week for in-person collaboration (must live driving distance from work location)
- **Federal Agency Project Experience:** You have worked on an Information Technology (IT) modernization project for a US Federal agency. All of your experience cannot be for commercial customers.
- **Agile Experience:**
  - Have at least 5 years of experience working on IT projects using Agile delivery practices and have at least 1 year of experience collecting/analyzing/reporting metrics.
  - Must also have advanced experience in common Agile requirements and task management tools such as Jira and Confluence.
  - This role is about MORE THAN just basic, elementary agile metrics (e.g., velocity); it is about measuring PRODUCT VALUE. For example, if you only collect Agile metrics, you could have high-performing teams building a solution that does not meet customer needs.

**Strong Preference:** You have experience working on a large, enterprise-wide IT project at the Department of Homeland Security (DHS) or one of its Components (TSA, CBP, etc.) such that you have a strong understanding of their specific requirements and processes for large IT programs.

### **You're a great fit if: (also see materials on last pages for more context)**

- You are a self-starter and can perform research (e.g., best practices), synthesize information from diverse sources, analyze information in concert with best practices, make recommendations for improvements, and create executive briefings detailing your findings/recommendations.
- You enjoy being a team player who can collaborate with customers, stakeholders, and cross-functional technical teams.
- You are excited about collaborating with your team members who include a Scrum of Scrums Master, an Agile Release Manager, and a Scaled Agile Coach.
- You like working in multi-contractor environments on large-scale IT modernization efforts, like an enterprise-wide Data Analytics solution, where you will work with multiple scrum teams and Product Owners (POs).
- You understand the identifying, collecting and reporting on metrics is critical to any successful IT Program and you are excited about working with Product Owners, Agile Teams, and customers to collect agile

performance metrics (e.g., velocity), program performance (e.g., Key Performance Parameters), and Product Value metrics (e.g., customer survey results).

- You have experience reviewing agile performance metrics in order to help POs and teams identify value streams, eliminate waste, measure progress, determine if system capabilities are meeting customer needs, determine how the organization can make other improvements, reduce cost, improve performance, and much more.
- You are willing to consider variables/metrics from many different sources (requirements set forth in Systems Engineering Life Cycle documentation, Agile Earned Value Metrics (EVMs), FEMADex Customer Experience (CX) goals and objectives, user requirements and feedback, system and survey data on product usage and other user behavior, and Product roadmap goals and objectives.
- You know how to analyze metrics, look for trends, and report on the metrics via several mediums (Agile collaboration tools, dashboards, visualizations/graphics, presentations, etc.) and provide recommendations for how to increase delivery of value delivered to customers.
- You have experience using problem solving and analytical skills, working across several workstreams and reporting status to multiple customer stakeholders.

### **You'll love this position if: (This is the stuff you MUST have to be a fit)**

- You have a bachelor's degree in a related field (business admin., engineering, communications, etc.)
- You have at least 1-year of experience in a consulting/analyst/PM role on a project for a Federal agency. The customer prefers someone who has experience working on complex, multi-faceted programs in a multi-contractor environment.
- You have a minimum of 5 years of experience working on Agile IT projects and have at least 2 years of experience collecting/analyzing/reporting metrics.
- Your metrics experience includes the ability to perform moderately complex data transformations to gather, combine, and analyze multiple input sources to support metrics evaluation.
- You have strong organizational and communication skills to help you manage customer expectations, to provide status to program executives, and to communicate with diverse stakeholders.
- You are tech savvy with Microsoft products (Word, Excel, PowerPoint, Project, etc.) and Agile collaboration tools (Jira/Confluence).
- You are prepared to submit daily status updates via Jira cards, Kanban, and YTBs (Yesterday, Today, and Blockers).
- You understand Agile methodology, processes, and practices (Scrum ceremonies, LEAN, etc.)
- You have strong interpersonal skills and are able to resolve conflict with productive outcomes.
- You have excellent written and verbal communication skills.
- You possess the ability to work independently with minimal oversight.

### **We'll really love you if: (This is the BONUS stuff that makes you stand out)**

- You have at least 1-year of experience in an Agile role on a project for the Department of Homeland Security (DHS) or one of its Components (TSA, CBP, etc.) The customer prefers someone who has experience working on DHS IT modernization projects.
- You have experience working on complex IT transformation efforts, preferably one that involved cloud-based data analytics software, legacy Enterprise Data Warehouse (EDW) tools/reports, and integration with enterprise business systems (e.g., financial system, HR, etc.)
- You have worked on a high-performing, high-profile Federal program where continuous professional growth and improvement is not only encouraged – it is required.
- You have experience creating presentations and visuals (e.g., MS PowerPoint, Visio, Excel, etc.) that provide program executives with an overview of progress (e.g., overall status, documentation approvals), outreach efforts, dependencies, successes, and challenges.



- You understand the importance of complying with robust, customer-required Quality Assurance (QA) processes for presentations, materials, and deliverables that you create for customers and stakeholders.
- You enjoy learning about all aspects of an IT modernization project and reading program materials that provide strategic insights and goals (even when not directly related to your project role).
- You have hands-on experience with Agile methodology and can easily use Jira/Confluence to make entries, run reports, track progress, and drive delivery of business value.
- You have the ability to pay attention to detail while remaining focused on a strategic, big picture.

### **The Whole Package:**

- Premium health benefits (including medical, dental, and vision coverage);
- Competitive 401k plan with matching;
- Ability to telework (75%) using government-issued equipment (with home office stipend);
- Professional growth and development opportunities (with training stipend);
- Paid sick leave, vacation, and Federal holidays;
- Competitive market salary

**The Admin Stuff:** You must be a **US Citizen** and be able to obtain a Public Trust Clearance from the U.S. government. Public trust security clearance investigations are managed by the U.S. Office of Personnel Management (OPM).

### **Our Commitment to Diversity, Equity, Inclusion, and Innovation**

Wilco Group is committed to creating a diverse, inclusive, and safe workplace and we are proud to be an equal opportunity employer. As a growing consulting and solutions firm focused on innovation, we welcome applications from candidates with diverse backgrounds. All employment is decided on the basis of qualifications, merit, and business need. Equal Opportunity Employer/M/F/D/V

If you are interested in this position, please apply directly via the job posting site or reach out to Wilco Group LLC at [jobs@wilcogroupplc.com](mailto:jobs@wilcogroupplc.com).