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Intelligence Watch Operations Manager Opportunity Available

Information Network Associates, Inc., a premiere investigative and security solutions provider headquartered in Harrisburg, Pennsylvania, is seeking an experienced Intelligence Watch Operations Manager to join our team at a major Fortune 100 client located in Rahway, New Jersey. This role will actively manage and provide administrative support for the day-to-day operational aspects of the Global Security Watch Center in its role to provide incident management support to the client. The position is responsible to plan for and develop procedures to improve the quality and efficiency of the unit's operations. The position will also serve as a direct liaison to the client and be responsible for creating, reviewing, and editing reports and documents.

Essential requirements of the position include, but are not limited to:

- Manage, guide, and mentor Watch Desk Analysts as it relates to evaluating international security incidents and determining when to invoke incident management protocols; develop and enhance employee competence and effectiveness by providing ongoing guidance, mentoring, feedback, and motivation to staff while adhering to department and company policies and procedures.
- Conduct and oversee formalized training for new and tenured Watch Desk Analysts including exercises to determine and maintain analyst readiness.
- Create and update standard operating procedures (SOP's) and technical documents to support analyst training and continuous development; ensure analysts are knowledgeable as it relates to all procedures.
- Responsible for overall staff management to include scheduling, interviewing candidates, hiring, writing and delivering annual performance evaluations, promotions, and terminations as necessary.
- Facilitate administrative support to the unit; maintain the unit's administrative console.
- Create, develop, and demonstrate a collaborative work environment and culture that fully engages employees and empowers others to suggest and make decisions for continuous improvement.
- Create, review/revise, and edit intelligence reports/documents and/or presentations for dissemination to both internal and external customers while providing guidance and feedback regarding written work to analysts.
- Provide expertise in developing, evaluating or implementing solutions that generate efficiencies and cost reductions, support new systems, enhancements or products; plan, direct and coordinate performance and quality analysis to ensure optimum productivity.
- Ensure that the necessary reporting, including metrics-based reporting, is in place to effectively measure operational results, demonstrate performance and outcomes, and highlight relevant trends.
- Develop new processes and products to reinforce situational awareness among the unit as well as the Global Security organization; collaborate with and oversee analysts to manage product production.

The ideal candidate should possess a Bachelor's degree in Business Administration, Criminal Justice, or a related field and seven to eight years related experience with progressively complex analysis and/or threat monitoring, or any combination of skills, knowledge, and experience.

Preferred requirements for the position include:

- Experience with incident management and managing an operations or watch center type environment.
- Experience working overseas on a short term basis.
- Advanced experience evaluating international and geopolitical security threats with regionally-focused subject matter expertise.
- Proficiency in reading/speaking a foreign language.
- Analysis and entry using analytical software to include but not be limited to i2 and/or Palantir.

This is an advanced level position and as such, compensation will be commensurate based on experience. The selected candidate will also be eligible for a robust benefit package including medical, dental, and vision benefits, paid time off, company paid holidays, and more.

This is a continuous posting and will remain open until filled. Interested candidates are encouraged to submit their cover letter, resume, and compensation requirements to sthomas@ina-inc.com.

EOE M/F/Vet/Disability

It is the policy of INA to provide equal employment opportunities without regard to race, color, religion, sex, national origin, age, disability, marital status, veteran status, sexual orientation, genetic information or any other protected characteristics under applicable law. This policy relates to all phases of employment, including, but not limited to, recruiting, employment, placement, promotion, transfer, demotion, reduction of workforce and termination, rates of pay or other forms of compensation, selection for training, use of all facilities, and participation in all company-sponsored employee activities. Provisions in applicable laws providing for bona fide occupational qualifications, business necessity or age limitations will be adhered to by the company where appropriate.

INA will take steps to ensure that minority group individuals, females, disabled veterans, recently separated veterans, other protected veterans, Armed Forces service medal veterans, and qualified disabled persons are introduced into our workforce and considered for promotional opportunities.