



JOB DESCRIPTION: PROGRAM SUPPORT SPECIALIST

EndRun LLC is a strategic technology accelerator dedicated to direct collaboration with DoD mission partners to develop technology solutions to solve real National Security challenges. Our programming includes critical technology & venture creation, lab-to-market commercialization, and direct funding and contracting support to develop prototypes, training and support for entrepreneurs and the tech workforce needed to ensure these startups and our mission partners succeed.

The Program Support Specialist plays a crucial role in our success by providing various administrative and programmatic functions for multiple stakeholders. As the main support person for one of our largest government contracts, this position is responsible for direct support to the Program Manager and our government customer to ensure a positive stakeholder experience from the very first interaction. The Program Support Specialist is responsible for ensuring the program is well organized, that processes and procedures are aligned to key objectives, and that all key metrics are tracked and analyzed regularly.

Specific responsibilities include:

- Provide administrative support to the program management team, including coordinating appointments and scheduling workshops with key stakeholders.
- Assist in the development and management of essential business documentation, including strategic plans, program management plans, project plans, annual reports, etc.
- Track shared tasks and tasks assigned to by the program management team, monitoring completion dates and timelines.
- Gather data and draft weekly, monthly, and quarterly reports and presentations for on-time submission.
- Receive all support inquiries and leads from our government partners, analyze initial needs, and provide a warm transfer to the appropriate internal resource.
- Support the design and integration of operational and reporting workflows – including budgets, performance metrics, performance evaluations, etc. - to establish effective, efficient processes and procedures.
- Gather and organize data, documentation, and metrics for support services, ensuring permissioned access and visibility across the team.
- Assist with travel planning, trip reservations, and expense reports associated with company related travel.
- Coordinate internal and external resources to write and publish case studies and success stories.
- Assist with translating proposal content, including statements of work and contract documentation into program management plans that effectively leverage existing tools and resources.
- Develop and deliver high quality presentations.
- Attend technology demonstrations, tech-centered conferences and events, and meetings as requested.
- Provide onsite support to the events management team when requested.
- Perform other administrative and programmatic duties as assigned.

In addition to possessing experience with each area of responsibility listed above, the Program Support Specialist will have the following skills:

- Strong communication skills, both written and verbal
- Highly organized
- Strong attention to detail
- Customer service oriented
- Excellent analytical and problem-solving skills
- Strong decision-making skills

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- Ability to prioritize multiple projects at one time
- Comfortable with a minimal amount of direction and high expectations
- Understands the value of scalable systems and processes

Successful candidates applying for this position will also have the following:

- A bachelor's degree in any field
- A minimum of 5 years of experience in one or more program support roles with data management responsibilities