

G2IT. LLC.

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BMC REMEDY ADMINISTRATOR

Education:

A bachelor's degree, preferably in Computer Science or Information Technology. Equivalent in specialized experience may be substituted for degree requirements at the sole discretion of the Government.

Responsibilities:

Provide Tier 1 and 2 technical support and training to end users. Monitor system logs and application data for unexpected events or anomalies. Troubleshoot issues, identify root cause, and recommend solutions. Work in collaboration with vendor support to resolve escalated issues. Support Remedy integrations with web services and directory services. Process requests for access. Contributes to preparation of testing scripts and materials and performs unit, system, and integrated testing tasks. Other responsibilities as required to support team projects. Understands and implements continuity of operations and disaster recovery procedures when required.

Experience:

A minimum of four (4) years of server administration and technical support experience plus a minimum of two (2) years supporting applications built on the BMC Remedy Action Request System (ARS) and supporting technologies. Understanding of Information Technology Infrastructure Library (ITIL) concepts. Working knowledge of BMC Remedy Information Technology Service Management (ITSM) modules, including Incident Management, Problem Management, Change Management, Knowledge Management, Service Request Management, Service Level Management, CMDB/Asset Management and Reporting. Experience with Kinetic Survey, Kinetic Request and Kinetic Task a plus.