

G2IT. LLC.

1125 West Street, Suite 333, Annapolis, MD 21401

Tel +1 410-216-4472

www.g2-it.com



BMC REMEDY ADMINISTRATOR

Description:

Provide testing, documentation, installation, configuration and administration of all supported and licensed BMC products. Troubleshoot and resolve BMC application related issues and updating tickets with BMC technical support. Work with ITSM development staff to identify corrective actions for ITSM application and AR workflow issues.

Requirements:

- TS/SCI Clearance
- Associate's Degree and/or 3 years equivalent experience
- 3+ year's hands-on experience with Remedy ITSM Suite
- Knowledge of help desk operations and fundamentals
- 2+ years of IT Windows/UNIX IT Experience
- Security+ CE or higher certification
- ITIL V3 Foundation certification

Job Type: Full-time