

G2IT. LLC.

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www.g2-it.com**SENIOR BMC REMEDY ADMINISTRATOR
Northern Virginia****Description:**

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 Level Management, CMDB/Asset Management and Reporting. Knowledge of Kinetic Data Request and of Windows server administration, including modifying, maintaining, patching, upgrading, and mitigating vulnerabilities on web, application, and database servers. Secret Clearance required.