

G2IT. LLC.

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ITSM SUITE SYSTEM ADMINISTRATOR/ENGINEER (MID-LEVEL)

Location:

Washington DC Metropolitan Area

Description:

Configuration and administration of the Remedy ITSM Suite (IM, PM, AM, CM, SLA, CMDB, SRM & ADDM). Provide support for upgrades and design of integration of the ITSM suite with other BMC products. Develop custom applications and workflows to support the automation of manual and resource intensive business processes. Work with process owners and customers to identify requirements then design and develop solutions based on those requirements.

Requirements:

- TS/SCI Clearance
- Bachelor's Degree
- Knowledge of help desk operations and fundamentals
- 4+ years Windows Server Administration
- Experience with performing business analysis on data warehousing to develop dashboards
- 4+ years expert hands-on experience with Remedy ITSM Suite administration and development
- 1 year ADDM (BMC Discovery)
- Security+ CE or higher certification
- ITIL V3 Foundation certification