

G2IT. LLC.

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ITSM SUITE SYSTEM ADMINISTRATOR/ENGINEER (SENIOR)

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 or higher
- In-depth knowledge of helpdesk operations and fundamentals
- 6 - 8 years Windows/UNIX IT administration experience
- Experience in performing business analysis on data and developing dashboards and analytics
- 3+ years expert experience with Remedy ITSM Suite system administration and development
- 2+ years' experience supporting Remedy 8x or higher and implementing ADDM
- 2+ years' experience supporting BMC Dashboard and Analytics with Service Desk and Asset Management and ADDM
- Security+ CE or higher certification
- ITIL V3 Foundation certification