

G2IT. LLC.

1125 West Street, Suite 333, Annapolis, MD 21401

Tel +1 410-216-4472

www.g2-it.com



SENIOR REMEDY ITSM ENGINEER

A minimum of ten (10) years of experience as a BMC Remedy ITSM Developer, configuring and administrating the Remedy ITSM Suite:

- BMC Remedy Incident Management
- BMC Remedy Problem Management
- BMC Remedy Asset Management
- BMC Remedy Change Management
- BMC Remedy Service Level Management
- BMC Remedy Configuration Management Database (CMDB)
- BMC Digital Workplace (DWP)
- BMC Client Management (BCM)

Thorough product knowledge of the BMC Remedy ITSM Suite V9.x and ancillary tools and BMC ITSM implementation best practices. Experience upgrading and designing integrations of the ITSM suite with other BMC products and Applications. Expertise in developing 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. Secret Clearance required.