

BMC Remedy Administrator

Based: Corsham

Salary: Salary Negotiable + Benefits

Start: Immediately

Due to our growth and expansion, Net Consulting are currently looking to engage with a Remedy Administrator to work in the Defence sector.

We believe our staff are the heart of the organisation and we train and develop them to succeed in their role, while creating long term career paths. Net Consulting is client obsessed, providing our customers with the highest standard of service, undertaking satisfactions reviews throughout our engagements to ensure we are doing so.

Roles and Responsibilities

- Experience in various Remedy ITSM modules with version 9.1 to 20.02.
- Will create accounts, support groups and Product Categories or other needs in Process and Foundation Data.
- Demonstrated knowledge of IT infrastructure to identify the relationships between configuration items - ITIL experienced.
- Assist the System Engineers and application support teams on the use of the tool.

Skills, Knowledge and Experience

- Experience in various Remedy ITSM modules with version 9.1 to 20.02.
- 1-2 years BMC Remedy Administration experience.
- 1-2 years of working experience in as Tier 1 Support in a Help Desk organization
- 1-2 years of hands-on Tier 1 Support experience in resolving tickets by urgency and priority
- 1-2 years of functional knowledge of BMC ITSM Remedy Software modules (e.g., Incident, Problem, Change, Asset, SRM, RKM, Kinetic)

Company Benefits

- 25 Days Annual Leave (excluding Bank Holidays)
- Benefit Options (Contributory Pension Scheme, Private Medical Insurance, Life Assurance, Critical Illness Cover, Health & Wellbeing)
- Discretionary Bonus (Performance Related)
- Company performance bonus
- Excellent Career Progression Opportunities

The health and safety of our employees and clients is a top priority for Net Consulting. We are adhering to government guidelines to COVID-19 and have implemented policies and processes to prevent the spread within our offices. During the current changing COVID threat levels and ensuing government guidelines, employees are either working remotely on a full-time basis, or attending the office on a rota

basis to ensure that occupancy is kept to a minimum. All interviews are currently being conducted remotely, with client visits are also restricted to essential work and upon request.