

BMC Remedy Consultant

Based: Corsham

Salary: Salary Negotiable + Benefits

Start: Immediately

Are you an IT Service Management professional, with BMC Remedy experience?

We have a great opportunity for a BMC Remedy Consultant with Defence experience to join us on a permanent basis.

Net Consulting provide managed services to the public and private sectors, helping organisations perform optimally and securely. We are at the heart of supporting the Ministry of Defence deliver their digital backbone and unleash the power of Defence's data.

Our roles are only available if you hold or fulfil the criteria to obtain a UK Security Clearance.

Roles and Responsibilities

- Configuring Remedy workflows to support process improvements.
- Configuring Remedy Incident, Change, Problem, Config, Service Level Management, Request Fulfilment and Knowledge workflows
- Configuring SLAs within Remedy
- Developing Service Catalogue improvements (Digital Workplace)
- Remedy development and administration
- Building CMDBs and enhancing Atrium Integrator workflows
- Updating and refining CMDB reconciliation workflows
- Remedy API integration

Skills, Knowledge and Experience

Desirable:

- Experience in ITSM Data and Application architecture
- Knowledge of the issues with integrating multiple service desks within a SIAM context
- Experience in configuring Remedy Incident, Change, Problem, Config, Service Level Management, Request Fulfilment and Knowledge workflows
- 3 years + experience as a Remedy Developer and System Administrator
- 3 years + experience supporting Remedy and Software AG Web Methods
- Knowledge of configuring and implementing Service Catalogues
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- Experience in translating high level process requirements into detailed process implementations within Remedy
- Demonstrated experience with the Atrium Integrator and Integration of ADDM and other Discovery toolsets
- Demonstrated and through understanding of normalisation and reconciliation processes and configurations
- Experience in implementation, installation, configuration and maintenance of Development, Test and Production environments
- Ability to apply product fixes, hot fixes, patches, and configuration changes to support the business processes
- Strong requirements gathering and presentation skills
- Demonstrated and thorough understanding with 5+ years experience of BMC Atrium CMDB
- Demonstrated and through understanding of ITIL Good practices for Service Asset and Configuration Management

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 with regard to COVID-19 and have implemented policies and processes to prevent the spread within our offices.