

Remedy Consultant (Contract)

Net Consulting are currently looking to engage with Remedy Developers with defence experience on a long-term contract based in Corsham.

Excellent day rates available ** Immediate start ** Security clearance required

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 SLA's within Remedy
- Developing Service Catalogue improvements (Digital Work Place)
- Remedy development and administration
- Building CMDB's and enhance Atrium Integrator work flows
- Updating and refining CMDB reconciliation workflows
- Remedy API integration

Skills, Knowledge and Experience

- 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
- 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 normalization 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 thorough understanding and 5+ years experience with BMC Atrium CMDB
- Demonstrated and through understanding of ITIL Good practices for Service Asset and Configuration Management

