

BMC Remedy Specialist

Based: Corsham

Salary: Salary Negotiable + Benefits

Start: Immediately

Net Consulting are currently looking to engage with Remedy Specialists /Developers/Consultants with Defence experience.

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 Work Place)
- Remedy development and administration
- Building CMDBs and enhancing Atrium Integrator work flows
- 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
- 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 thorough 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. 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.