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BMC Remedy Systems Engineer

DirectViz Solutions, LLC, a high-level strategic consulting services firm that meets mission needs for commercial and government clients, is a full-time BMC Remedy Systems Engineer. This position will be located in Denver, Co.

Responsibilities:

- Install, integrate, configure and fully deploy a Remedy ARS ITSM Ticketing Systems including SAP integration.
- Perform Windows System Administration duties and responsibilities and SRM Mid-Tier Servers and Orchestration (Process Automation).
- Install, configure and implement a Remedy SMTP Relay
- Provide technical expertise and guidance in support of the sustainment of a Remedy Ticketing System.
- Maintain continued system performance and stability.
- Follow strict DISA procedures to ensure system integrity and security.
- Identify enhancements and improvements to sustainment processes to improve system efficiency, effectiveness, and security.
- Maintain all network and system architecture and design documents in accordance with set Standard Operating Procedures.
- Provide assistance in the procurement of components and services to support system maintenance, implementation and operation.
- Support Information Assurance personnel to assure security architecture, design, and implementation is in accordance with DoD Regulations and DISA policy and procedures

Qualifications:

Secret Clearance

- Bachelor Degree in Computer Science or equivalent experience.
- 5 plus years of experience in Remedy BMC systems deployment, integration, operations, and sustainment.
- DOD 8570 Information Assurance Technical (IAT) Level I compliant
- Security+ Certification
- ITIL v3 Foundation Certification
- Microsoft Certified System Administrator or Microsoft Certified IT Professional - Server Administration

Required Skills:

- Experience with Remedy BMC Ticketing System integration, configuration, deployment, and sustainment
- Advanced proficiency in the Windows Server operating system
- Excellent written and verbal communication skills and client focus a must
- Ability to work in a team environment with other SMEs of different technical backgrounds