
BMC Remedy Functional Area Expert

Vision IT : As a BMC Remedy Functional Area Expert, you will provide non-personal services in support of the U.S. Army Network Enterprise Technology Command (NETCOM), Assistant Chief of Staff (ACofS), G-5. You will provide engineering, test and evaluation, over-the-shoulder training, integration and sustainment support, configuration management, and life-cycle support of the Army Enterprise Service Management System (ESMS). You will provide subject matter expertise in the Remedy Information Technology Service Management (ITSM) capability including all core modules which are Service Desk, Change Management, Configuration Management, Release Management, and Asset Management. In support of the ITSM capability, you will provide expertise in the Remedy Service Level Management (SLM), Service Request Management (SRM), Remedy Analytics, and Remedy Knowledge Management (RKM) modules as well as BMC ProactiveNet Performance Management (BPPM) Suite and BMC Remedy Analytics and Dashboards. You will also support the integration of information/data exchange of Army Land War Net (LWN) Network Operations (NetOps) Architecture (LNA) capabilities with the ESMS. This requirement is for the Continental United States (CONUS) and Outside the Continental United States (OCONUS) Secure Internet Protocol Router Network (SIPRNet), Non-secure Internet Protocol Router Network (NIPRNet), and Deployed Forces (DF) environments. *In assuming this position, you will be a critical contributor to meeting NCI's mission: To deliver innovative, cost-effective solutions and services that enable our customers to rapidly adapt to dynamic environments.*

This position is located in Fort Huachuca, AZ.; some relocation assistance, while not guaranteed, may be available.

Highlights of Responsibilities:

- Providing system engineering and analysis support the BMC Remedy ITSM, Remedy Analytics, Remedy SLM, Remedy SRM, and Remedy RKM for the Army enterprise including installation, integration, maintenance, and Tier 3 support.
- Evaluating the Remedy ITSM architecture and providing recommended changes in processes, configuration, software, and hardware, as needed.
- Providing engineering support for the development and maintenance of engineering and related technical documentation. Provide engineering, test and evaluation, and operational, post deployment and life-cycle support of the Army Enterprise ITSM, Remedy Analytics, Remedy SLM, Remedy SRM, Remedy RKM, BMC ProactiveNet Performance Management (BPPM) Suite and BMC Remedy Analytics and Dashboards as deployed in all theaters.
- Providing technical support, to include: performing on-site visits to develop requirements for Government review; on-site installation, engineering validation, and test support, and engineering analysis technical reviews.
- Performing and documenting technical engineering studies and providing over-the-shoulder training as required.
- Supporting the implementation and maintenance of the ESMS standard design and configuration at the Data Centers and Data Center Continuity of Operations Plan (COOP) site, Regional Cyber Center (RCC), and installation Network Enterprise Centers (NEC) for integration of an Enterprise-wide standard, ITIL-based, ESMS.
- Providing design and implementation support for migration to the Enterprise system by the TNOSC and NEC sites identified by NETCOM. Perform operational engineering tasks in UNIX, Windows, Oracle, SQL, ESMS core modules as well as Remedy SLM, Remedy SRM, Remedy Analytics, and Remedy RKM product installation and integration with other enterprise management tools, including Microsoft Systems Management Server (SMS) and Spectrum Network Management System (NMS).
- Supporting the system design and implementation of NetOps tools that interface with the ESMS core modules as well as Remedy SLM, Remedy SRM, Remedy Analytics, Remedy RKM NetOps and BMC ProactiveNet Performance Management (BPPM) Suite and BMC Remedy Analytics and Dashboards capabilities.

- **Attending meetings in a team environment in order to identify problem areas, review hardware/software requirements, and coordinate milestones.**
- **Interfacing with IT management, specialists, and engineers throughout all echelons of the LandWarNet.**

Requirements:

- **Clearance (required at performance start date): Secret (in accordance with AR 25-2)**
- **Current Information Assurance (IA) certification (required at performance start date): IAT Level III (CISA, GCIH, GCED, CISSP (or Associate), CASP).**
- **Bachelor's Degree in Computer Science or, a related field, and seven years of direct relevant technical experience, or 15 years of practical engineering experience may be substituted for education.**
- **Five years or more of Remedy ITSM Experience.**
- **Current Computing Environment (CE) certification (attainable within 6 months of performance start date): BMC Remedy Administrator or Developer 8.x or greater within 6 months of start date.**

Preferred Education and Experience:

- **Have training and expertise in BMC Remedy IT Service Management (ITSM) version 7.x and 8.x BMC 8.x Accredited Administrator, BMC 8. X AtriumCore Administrator, BMC 8.x ITSM Administrator, BMC 9.x BPPM Administrator, BMC 9.x Atrium Discovery and Dependency Administrator, Remedy AR System 7.5 or higher and ITIL 2011 Foundations.**
- **Have a working knowledge and experience in configuring, installing, testing, documenting, and training on ITSM products, with emphasis on the full suite of ITSM. Have a working knowledge and understanding of enterprise NetOps tools, procedures, and operational constructs.**
- **Have a working knowledge of Army or DoD Information Management and Security processes and procedures.**

Vision IT provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, Vision IT complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.

Vision IT expressly prohibits any form of workplace harassment based on race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, genetic information, disability, or veteran status. Improper interference with the ability of Vision IT's employees to perform their job duties may result in discipline up to and including discharge.