

Job Specification Form

Job Title: Remedy Administrator

Department: USAMITC, FT Sam Houston, TX

Reports To: Project Manager

FLSA Status: Exempt Non-Exempt

JOB SUMMARY (what must be accomplished and equipment used to perform job functions such as computers, tools, machines, materials, etc.)

Responsible for all the technical systems supporting and implementing the CMDB and Remedy ticketing system. The current and planned systems that the administrators will work on include: Custom SQL query creation, SQL admin work, Remedy customization, server maintenance, and security compliance. The developer will validate deployment plans, conduct training sessions, and engineer checklists for monitoring and maintenance.

ESSENTIAL JOB FUNCTIONS (duties and responsibilities and percentage of time spent performing functions).

Contractor shall assist with architect and implements BMC Atrium and provide a status report before and after remediation actions engineered and executed.

Contractor shall assist to validate BMC Atrium deployment plans for compliance with existing performance limitations of the BMC Atrium software.

Contractor shall assist with performing training sessions for Tier 1, Tier 2 and Tier 3 support staff to include troubleshooting processes.

Contractor shall assist to develop the BMC Atrium database for conditions as determined to impact performance and scalability.

Contractor shall assist to engineer and conduct a disaster recovery scenario for all supported device types within MEDCOM.

Contractor shall assist with the review of MEDCOM FAQ's and provide additional Knowledge Base articles applicable to the MEDCOM environment.

Contractor shall assist to provide engineering details in a customer modifiable Visio format as requested.

Contractor shall assist in engineering daily, weekly, monthly and quarterly checklists for enterprise monitoring and preventative maintenance.

Contractor will assist with the design and implement the standard server build for the Remedy System throughout the Enterprise.

Contractor will work with SMS Packaging Team to assist in design and build client software installation packages for distribution throughout the Enterprise.

Contractor will assist the Government to establish procedures for the sustainment of the Remedy System as a guide for System Administrators to follow.

QUALIFICATIONS (what is required to perform the job, i.e. education, experience, skills, etc.)

Must be eligible to obtain and maintain a Government security clearance.

EDUCATION (minimum necessary to perform job satisfactorily)

High School Graduate/GED:		
<input type="checkbox"/> Associate's Degree	Minor	Major
<input checked="" type="checkbox"/> Bachelor's Degree:	Minor	Major
<input type="checkbox"/> Master's Degree:	Minor	Major
<input type="checkbox"/> Graduate Degree:	Minor	Major
Other: Trade School, Specialty Studies, Training, etc.:		

CERTIFICATES, LICENSES, REGISTRATIONS:

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WORK EXPERIENCE (minimum experience required to perform job satisfactorily; may include preferred/desired experience):

10 years IT experience of increasing responsibilities; experience with Remedy ARS versions 1-7 and network interface.

KNOWLEDGE, SKILLS, ABILITIES (requirements to perform job satisfactorily, i.e. basic computer or math skills, or specific software knowledge, 10-key/calculator skills, or ability to read and write English, or ability to reason/problem solve, etc.):

Knowledge of Information Technology Infrastructure Library (ITIL) framework and IT Service Management (ITSM). AR Remedy version 7.1 administration and maintenance. Designs forms and creates active links and filters. Design, development, and deployment of Remedy 7.1 Action Request System (ARS) software, custom Remedy ARS applications, and Remedy ARS IT Service Management (ITSM) out-of-box applications. Will document the use of custom and out-of-box Remedy ARS applications. Experience in creating Remedy ARS active link, filter, escalation, form, and other workflow objects. Experience with Remedy ARS IT Service Management (ITSM) 7.1 suite, Service Desk, Change Management, Asset Management, Service Level Management, and CMDB administration Prefer experience with Remedy ARS Distributed Server Option (DSO), BMC Atrium CMDB, BMC Foundation Discovery, and BMC Topology Discovery. Experience in managing Service Level Management SLAs and Approval Server. Experience in creating and modifying CMDB classes and relationships. Experience with requirements analysis and delivering Remedy ARS application design, documentation, and deployment. Experience with applying Remedy ARS patches and upgrading Remedy ARS ITSM. Experience with Remedy ARS Mid Tier administration and deployment Experience with design, development, and embedding Crystal Reports within Remedy ARS. Be familiar with the project and resource management tool PlanView

PHYSICAL DEMANDS (demands that are representative of those that must be met by an employee to successfully perform the essential job functions of this job, i.e., percentage of time employee must lift, stand, sit, climb, stoop, reach, hear, etc.):

Be capable of sitting for up to 6-8 hours per day, Lift up to 40 lbs	
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WORK ENVIRONMENT (characteristics that are representative of those an employee encounters while performing the essential functions of this job, i.e. environmental factors such as noise levels, temperature, ventilation, lighting, safety hazards, etc.):

Standard office environment, with A/C, normal level of lighting, no known safety hazards or environmental hazards. Occasional exposure to cool temperatures and noise hazards while working in computer network facility.

SUPERVISORY RESPONSIBILITIES:

None

Completed By: Human Resources	Completed Date:
Reviewed By:	Review Date:
Approved By (Supervisor):	
Approved Date:	
Employee Name:	
Signature:	