

Senior ITSM Consultant

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Company: Saudi Networkers Services

Location: Saudi Arabia

Category: computer-and-mathematical

Job Description :

Monitor Remedy and web servers.

Manage users access and role membership.

Documenting all the system changes and sharing the knowledge with Aramco team.

Developing advanced smart reports (as needed.)

Diagnose and troubleshoot issues in requests (Incidents, Changes, Problems, Asset, KM and SLM).

Patch and upgrade the system components as needed.

Knowledge Transfer.

BMC Certified Professional: Helix ITSM.

BMC Accredited Developer: BMC Remedy IT Service Management.

BMC Certified Associate: Helix ITSM - Smart IT.

BMC Certified Associate: Helix ITSM - Smart Reporting.

BMC Certified Associate: Helix ITSM - Smart Reporting Designing.

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