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# Example of Incident Analyst Job Description

Our innovative and growing company is looking to fill the role of incident analyst. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for incident analyst

* Exposure to firewalls, intrusion prevention systems and other various security applications (administering, troubleshooting)
* Malware (sandboxing platforms)
* Produce major incident and problem reports for all major incidents and problem investigations internal notification to senior management
* Drives implementation of standard end-to-end application and execution of the Incident Management process across the global IT organization
* Coordinates and manages the Incident Management process activities across the global IT organization and with external suppliers to agreed global and local SLAs
* Acts as the point of contact for incident management and is responsible to appropriately escalate to expedite incident resolution
* Routinely monitors and reviews the incident management information and process, identifying and driving improvements to the effectiveness and efficiency of the process
* Supports Incident Management reporting (for example, metrics, KPIs and dashboards)
* Responsible for the administration of any incident management tool(s)
* Strong Focus on customer and communications

## Qualifications for incident analyst

* Intermediate to advanced skills working with ITSM Toolsets
* Three (3) plus years of incident response experience
* Three (3) plus years of forensic analysis
* Ability to translate customer needs into technical solutions and recommendations
* Certifications including, CFCE, GCFE, OSCP, GCIA, CFE, CISSP or similar
* Works effectively in the face of stress, ambiguity, difficult situations, and shifting priorities