



Example of Incident Management Analyst Job Description

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Our growing company is looking to fill the role of incident management analyst. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

Responsibilities for incident management analyst

- Collaborating with the LMS admin team to develop best practices for improvement of processes related to work duties
- Working with the LMS IT team to identify and troubleshoot system issues and to support the implementation of identified features and associated change management
- Actively participating as a member of the SABA admin working group
- Manage Incidents and keep TPD leadership informed, ensuring that information is flowing properly
- Assist with QA/QC of ICA processes in order to strengthen internal controls and to identify operational efficiencies and process improvements
- Communicate with all levels of management regarding Priority 1 incidents
- Understands and works well within global team, ensures proper handoff of incidents and details
- Works with Service Managers to help support retrospective reviews post incident resolution
- Helps Service Managers to drive Root Cause Analysis (RCA) with technology partners, post incident resolution and facilitates RCA reviews
- Train and educate the global IT community about Incident Management processes

Qualifications for incident management analyst

consequences

- Bachelor's degree in related field or equivalent combination of education is required
- Proficiency in the use of analytical packages and query languages used to analyze customer data, , SQL, SAS, or Business Objects is preferred
- Network Security Monitoring, Live Response, Malware Examination, Reverse Engineering, SIEM, HIPS, HIDS
- Provide guidance to Analysts and other first responders for the proper handling of Cyber Security incidents
- Coordinate efforts, provide timely updates to senior Responders and provide recommendations to other Cyber Security functions, as required