



# Example of Incident Management Analyst Job Description

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Our company is growing rapidly and is looking to fill the role of incident management 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 management analyst

- Support and coordinate efforts by delivery teams, vendors and managers to follow SIAM enabled processes
- Manage and resolve cross Service Provider escalations
- Establish ownership of Incidents, Problems or Changes involving multiple suppliers when ownership is unclear
- Monitor records lifecycle by ensuring incidents, problems and changes are identified, recorded and tracked to completion in line with agreed resolution plans
- Perform quality checks of records and produce consolidated reporting including observations and findings
- Perform regular process reviews, escalate deviations, and address all process queries or gaps
- Produce regular reporting of process review findings
- Identify process enhancements and improvement opportunities
- Ensure process awareness and training including communication of strategic process changes to all stakeholders
- Build and maintain effective working relationships with end users and suppliers

## Qualifications for incident management analyst

- Experience with various security monitoring and assessment tools, such as DLP, IPS, IDS
- Experience in leading information security incident handling, forensic analysis, or auditing
- Experience in information security and technical aspects thereof
- Knowledge of incident management standards and processes
- University degree from an accredited college or university, or equivalent certifications