



Example of Incident Management Job Description

Powered by www.VelvetJobs.com

Our growing company is searching for experienced candidates for the position of incident management. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don't fill all of the qualifications, you may still be considered depending on your level of experience.

Responsibilities for incident management

- Responsible for Post Incident Reviews and smooth transition to Problem Management
- Responsible for the accurate recording of incident data in the Enterprise Tool (currently Service Manager)
- Provide subject matter expertise for CB support issues
- Support process integration efforts with other IT Service Management processes
- Proactively identify opportunities for Incident Management process improvements
- Works with client to analyze and document cross-functional points of pain
- Interact with other Technology teams to help resolve outages
- In-depth Incident Management Process reengineering
- Opportunity to exert tremendous direct influence over Service Quality & Availability
- Generate reports and presentations as needed

Qualifications for incident management

- Applies industry standards in daily operations and ensures that they
- Remediate deviation of process for its particular division/department/school
- Knowledge of LAMP, DNS, NFS, TCP/IP, BGP, and other Internet protocols
- Operations Analysts must be flexible to work all shifts including some

- CISSP Certification or other Security Certification