



Example of Incident Management Job Description

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Our company is looking to fill the role 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

- Compliance Helpline
- Facilitates daily, weekly and monthly tactical meetings creates incident reports as determined by the business
- Security tickets tracking
- Email and Web Security tickets from level 1 to level 2 support
- Incident tracking from platforms not support by the SOC Tier-1 resources
- Incident and problem tracking
- Will utilize experience to work with various security monitoring technologies and processes
- This position requires to work on shifts
- Sets Goals and Objectives for staff and self, looking to overall improvement of the division
- Oversee staff activities daily

Qualifications for incident management

- Collaborate and lead knowledge sharing initiatives with partner organizations in the public, private and DFIR-focused spaces
- Lead large scale individual and matrixed initiatives as directed by management
- Mentoring team members in technical/functional areas
- As requested, develop and deliver metrics and program updates to

- Total experience with increasing responsibility – 3 years experience with Incident Management and/or Problem Management processes