



# Example of Incident Management Job Description

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Our 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

- Perform real time performance analysis for all staff, and coach to ensure staff is performing at peak ability
- Review and approve time cards and schedule changes
- Manage human resource related functions including coaching, training, Performance Development Plan (PDP) development and implementation, hiring candidates and staff terminations
- Manages MIM quality requirements to ensure appropriate technical and management bridge leadership, documents and communicates to IT and users, maintains MIM contact lists and drives outage to closure
- Conducts high level analysis of systemic divisional and general support issues
- Manages update of SOPs, work instructions, checklists and various other documents under MIM management
- Ensures timely completion, management and control of MIM deliverables
- Ensure appropriate training plans are developed and implemented for staff
- Aligns, supports, and recognizes staff to maintain a high performing team
- Identifies outstanding unresolved problems, issues and potential risks to leadership

## Qualifications for incident management

- Training and understanding of the ITSM releases
- Systems Administration experience (Preferred but not mandatory)

- Considers and implements creative and innovative approaches to tackle new issues/challenges in an aggressive manner
- At least 5 years of experience working in relevant industries such as law, IP protection, customer service, investigations
- Bachelor degree with a major or emphasis in business administration, traffic/transportation management, safety/incident management, planning/engineering and/or communications/public relations