



Example of Incident Management Job Description

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Our company is hiring for an incident management. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

Responsibilities for incident management

- Coordinates people involved in IS process to ensure desired results are accomplished
- Serves as subject matter expert in assigned process
- Trains and mentors others in IS process
- Follows established standards and guidelines for assigned IS process areas
- Ensures process adherence, escalates non-compliance
- Performs quality review of process deliverables and identifies where rework or remediation is necessary
- Communicates effectively with all parties related to assigned process area
- Provides accurate and timely information and appropriate notification as required
- Facilitate the PIM process, including logging of events and incidents
- Maintain schedule of PIM activities to ensure adherence to timelines – prioritizing based on consumer and organizational risks using sound judgment

Qualifications for incident management

- Successful candidate must have experience with application or infrastructure services
- Degree in Information Management Systems / Computer Science or equivalent IT knowledge
- Availability to work flexible hours during the day and off hours
- Ability to identify key issues and complete work in a timely manner

