

## **IM – Incident Manager**

### **Work Location**

- The work environment located in Pardis IRAN.

### **Grade**

- Functional Specialist

### **Reporting Structure:**

- Directly responsible for Incident Management.
- Reporting to the Directory of Service Support.

### **Description:**

- The Incident Manager is responsible to manage and support all IT incidents either personally or via the Service Desk, through to successful completion and user satisfaction. The Incident Manager will also further develop and maintain the incident management process for ParsOnline IT and regularly review performance and trends in response to incidents of all types and to provide recommendations to the Service Desk Manager for service improvement.

### **Responsibilities:**

- Responsible for the successful operations of the Incident Management teams and ensure agreed levels of performance are achieved.
- Provide regular incident bulletins to IT support staff & Business concerning open issues.
- Develop, co-ordinate and promote incident management activities across the whole of IT and take responsibility for the effective functioning of the Incident Management processes across all support areas.
- Provide expert advice to all support staff in the resolution of Incidents, including negotiation with customers and service teams in order to resolve issues which may delay resolution.
- Actively manage the monitoring and resolution of stalled or breached incidents with 2nd and 3rd line support groups.
- Assessing impact of major incidents on the customers business and ensuring appropriate focus is being given to resolving the incident.
- Ensure effective and rapid response to Major Incidents and notifications.
- Determine if escalation is required and escalate as appropriate
- Ensure that any service breach is suitably recorded and described before it is closed (FIR).
- Review and recommend, as appropriate, changes to support processes to ensure continuous improvement of the incident management process.
- Provide guidance on Incident Management to all support staff and assist in their training and knowledge development.
- Review and improve the accuracy and content of the SunView ChangeGear Service Management System knowledge base.
- Produce metrics for service performance and customer satisfaction both on a regular and an ad hoc basis in line with Service Desk reporting.
- Ensure regular reporting on key service performance and quality metrics (in relation to incident management).

- Work to ITIL specifications to further develop incident management practices and measures.
- Initiate, review and design processes or procedures to deliver improved team productivity or efficiency.
- Undertakes regular proactive problem management to minimise future incidents.

#### **Qualifications, Experience & Skills:**

- B.S. Degree in Computer Science or related field.
- Extensive Incident experience with a proven ability in managing the development and successful implementation of ITIL Incident Management processes within large and complex IT environments.
- 5+ years of incident management experience preferably in a Service Desk/Help Desk environment.
- Practitioner in ITIL Incident Management.
- A thorough understanding of ITIL and experience with implementing ITIL methodologies into an organization. ITIL Foundation Qualifications mandatory.
- Identify the work required and organise, facilitate and / or perform the work with only limited guidance from line management
- 5+ years of relevant experience across multiple service & technical disciplines, both in design and implementation of the technology, policies & standards.
- Excellent communication skills (Oral and written).
- Highly organised, with the ability to plan ahead for short- to medium-term objectives.
- Excellent motivation and people skills and proven ability to develop and lead others.
- Conflict resolution and customer service experience.
- Deadline-driven; detail oriented; focus on continuous improvement.
- Team player, work well across functions and levels.
- An understanding of Service Level Agreements and their application
- High integrity and business ethics
- Fluency in English. Farsi Preferable.
- Ability to participate in and facilitate group meetings
- Good understanding of telecoms/ISP business and local market dynamics.