

Major Incident Manager Required in London, UK

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Company: Skills Provision

Location: United Kingdom

Category: other-general

Skills Provision is searching for a Major Incident Manager with experience of dealing with high priority IT incidents through to successful resolution to join a major London based employer.

Salary & Benefits

£43,000 pa

Benefits package offered

The Role

The key responsibility for the job holder is to ensure Major, high severity and customer-escalated Incidents are facilitated in an effective and efficient manner.

The job holder must ensure that such Incidents are resolved as quickly as possible, minimising any service disruption and ensuring all procedures, communications and appropriate escalation paths are followed.

You will also modify procedures & processes with the problem management team to minimise repeat future incidents and will liaise closely with the change management team to ensure that change projects do not lead to new major incidents in their own right.

You will ensure standardised methods and procedures are used for the efficient, effective, and prompt recovery of IT services.

Requirements

This would suit an experienced Incident / Problem Manager who has moved into the role from Service Delivery / Service Analysis

Ideally have knowledge of ITIL methodology

Excellent customer facing skills

Strong project management / co-ordination ability

Experience using event / helpdesk management tools e.g. Remedy / Assyst would be beneficial

Any experience within Retail and / or IT Services organisations would be a benefit but is not essential.

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