

Job Description

Job Title:	Problem and Major Incident Manager	Contract/Dept:	TBC
Reports To: (Job Title)	TBC	Reports:	N/A
Location:	Home / Office	Post Holder:	N/A – new post
Created By:	Steve Rudd	Date Created:	30/05/22
Owner:	Malcolm Cathcart	Line Manager:	TBC

Job Purpose:
<p>Inciper is a leading provider of system implementation delivery in the Microsoft Business Applications market. This role is required to manage ITIL Problems raised both by our clients and our internal teams, to drive root cause analysis on recurring issues and to identify proactive improvements in our service delivery from a technical, people and process perspective.</p> <p>The major incident manager's purpose is to manage our clients' major incidents according to Inciper's ITIL aligned Major Incident process. This involves co-ordination of both technical and functional teams, third party teams and client teams along with regular communication to clients both during and post a major incident.</p>

Key Tasks:
<p>Roles and Responsibilities</p> <ul style="list-style-type: none"> • Manage Major Incidents and Problems through to resolution. • Communicate with clients and senior management during Major Incidents. • Proactively identify issues through trend analysis and identify service improvements. • Monitor and communicate both internally and with clients on third party outages and scheduled maintenance activities. • Conduct post incident reviews and reports both internally and externally. • Prevent recurrence of incidents and work with clients to identify and implement technological changes. • Develop and maintain a risk register of service affecting risks and review these with clients. • Maintain a professional manner in all client communications. • Ensure excellent service is provided to all managed services clients. • Participate in improvement to our ITIL based framework for good practice managed services operation. • Identify risks and mitigate or communicate as necessary. • Always represent Inciper in a professional and positive manner.

Approver:	Mark Roberts	Approved on:	
Version:	1	Review	Annually

Person Specification

Job Title: (& Grade)	Problem and Major Incident Manager	Department:	TBC
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	Essential	Desirable
Education	Degree level educated	Knowledge of ITIL
Skills & Knowledge	Knowledge of the principles of Problem and Major Incident Management Knowledge across Microsoft Dynamics 365 Ability to organise and manage technical, functional and third party resources	Knowledge of DevOps and Microsoft Dynamics CRM
Experience	18-24 months working on Microsoft Dynamics 365 12 months experience in a Problem or Incident Management role Working in a professional environment Broad experience in office technology	Microsoft Business Applications
Aptitude	Good written client communication Good telephone manner Ability to prioritise own work Proactive approach to work	

Please Note:

All details are provided for guidance only; they do not necessarily limit the responsibilities and accountabilities of the job. Full details of employment terms are provided within offers of employment, and appropriate policies within the Company.

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