

Role Title	Major Incident Manager				
Job Family	Digital, Data and Technology	Sub Category	IT Operations	Grade	C4
Behaviours	<ul style="list-style-type: none"> <li>Making Effective Decisions</li> <li>Working Together</li> <li>Delivering at Pace</li> </ul>				
Purpose	To manage significant outages and crises and report issues to Problem Management.				



Key Accountabilities

- Direct, engage, performance manage, coach and develop the team to drive high performance;
  - Deliver Major Incident Management to customers and internal delivery teams, coordinating technical expertise and managing activities during the incident;
  - Manage communication with technical resolver groups and stakeholders throughout the incident;
  - Produce Major Incident Reports;
  - Analyse operational statistics and generate weekly and monthly management information across all Service Desk activity;
- Manage major Incident improvement plans, providing expert advice, to resolve potential future issues and prevent major incidents;
  - Maintain own professional development and expertise in the latest technologies and best practice to support the business;
  - Deliver Service Management toolset administration including access, dashboards and reporting

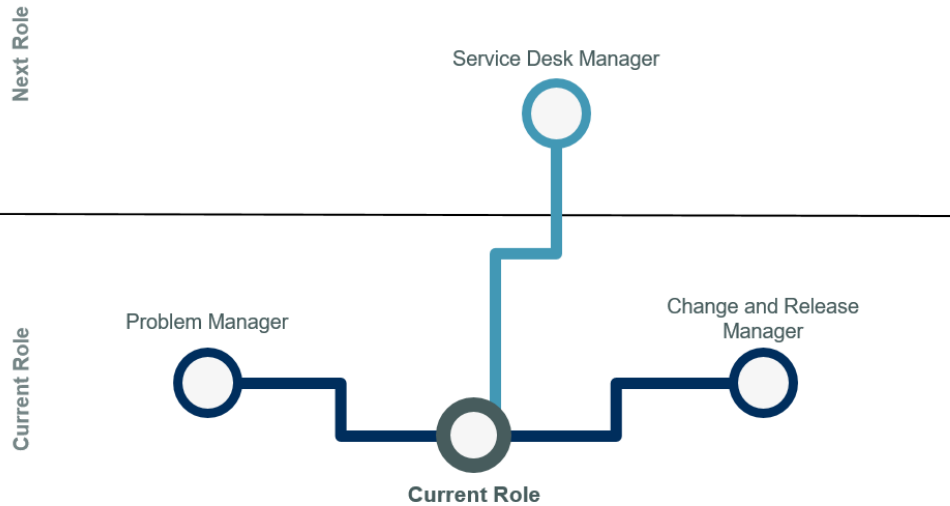
Authority and Scope

- Process owner for incident management processes within IT Operations;
- Ensure processes are aligned and compliant with relevant ISO standards;
- Manage Major Incidents, making assessments and decisions on priority to maintain SLAs and service availability, and minimise incident duration;
- Authority to pull in the resources required to resolver teams;
- Contribute to the production of Management Information / internal KPI reports;
- Direct and motivate service desk and technical resolver teams

Internal and External Communications

- Lead the Daily Operations Brief and Weekly Service Review with resolver team representatives to discuss urgent upcoming work or issues and make decisions on priority and activities;
- Provide assessments and updates to stakeholders, in particular, Service Delivery Manager for affected service;
- Liaise with the Service Transition team around new services, ensuring all service support information is supplied and made available prior to service go-live, and agree toolset dashboard and reporting requirements
- Provide support/cover for Problem Management

Potential Next Career Moves



Skills

- Incident management;
- Customer service management;
- User focus;
- Problem Management
- Operational management;
- Change and release management;
- Governance;
- Draft/author professional/technical documents;
- Bridge technical and non-technical;
- DDaT Role: Major Incident Manager

Qualifications, Knowledge and Experience

Essential

- NVQ Level 3 qualification (A levels/AS levels\HNC);
- ITIL Foundation minimum;
- Experience of working in IT in a technical service management environment

Desirable

- Experience of working with ServiceNow ITSM tool;
- Experience working on a large and complex IT estate;
- Proven ability to negotiate at all levels across IT, stakeholders and suppliers;
- Working knowledge of ISO 9001, ISO20000 and ISO27001;
- Agile Methodologies Foundation, BCS Agile Foundation Certificate or equivalent accreditation or relevant job experience;
- ITIL - Service Operations