Incident Analyst

Phone :
Web :

Job Summary

Vacancy :
Deadline : Aug 05, 2024
Published : Jul 05, 2024
Employment Status : Remote
Experience : Any
Salary :
Gender : Any
Career Level : Any
Qualification :

Job Description

The Incident Analyst, will oversee and coordinate incident response activities.. The ideal candidate will possess a strong understanding of incident management principles, exceptional analytical and project management skills, and the ability to work effectively under pressure to ensure the timely resolution of incidents while minimizing disruption to our operations.

Key Responsibilities & Objectives

• Act as the primary point of contact for all incident-related activities and communications, coordinating efforts between technical teams, management, and stakeholders.
• Monitor incident queues, systems, networks, and applications to detect, assess, and prioritize incoming incidents based on impact and urgency.
• Facilitate communication during incidents, ensuring all relevant parties are informed of status updates, progress, and resolution timelines.
• Maintain plans and procedures to ensure business continuity during incidents or disasters, coordinating incident response and recovery activities.
• Conduct initial triage of incidents to determine severity, impact, and appropriate response actions, escalating critical incidents to appropriate management and stakeholders in a timely manner.
• Collaborate with cross-functional teams, including IT, security, operations, and business units, to facilitate timely incident resolution and implement permanent solutions for recurring incidents.
• Distribute incident reports and updates to relevant stakeholders, summarizing incident details, impact, and resolution status.
• Participate in incident post-mortems and debriefs to identify root causes, contributing factors, and opportunities for process improvement.
• Recommend and implement enhancements to incident management practices to strengthen the organization's overall resilience and response capabilities.
• Develop and maintain incident management documentation, including incident response plans, runbooks, and communication protocols.
• Provide regular incident metrics and reporting to management, highlighting trends and areas for improvement.
• Stay current with industry best practices and emerging technologies related to incident management.

Requirements

• Bachelor's degree in Computer Science, Information Technology, Project Management or a related field.
• 3+ years of proven experience in incident management, preferably within the payments or financial services industry.
• Strong understanding of ITIL framework and incident management processes.
• Excellent communication skills, with the ability to effectively communicate technical information to both technical and non-technical stakeholders.
• Ability to work under high pressure in fast-paced environment and prioritize workload
• Strong analytical and problem-solving abilities, with keen attention to detail.
• Experience with incident management tools and platforms (e.g., ServiceNow, JIRA, etc.).
• Solution oriented with the ability to think strategically and creatively in decision making
• Coachable and able to take direction and feedback well, yet being forward thinking to challenge the status quo
• Analytical mindset with strong problem-solving skills.
• Ability to work in a fast-paced, dynamic environment and manage multiple priorities.

Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits