Job Description – IT Incident & Problem Manager

About the Role

This role is required to provide the IT department with an Incident & Problem function with the increasing requirement to co-ordinate identification, resolution and communications relating to failures impacting IT services. The university is increasingly reliant on it’s IT to deliver it’s mission and the Incident and Problem management role is a key part in maintaining the service levels our students and staff expect.

Key Responsibilities

The role consists of two main focus areas:

Incident Management (including Major Incidents)

- To develop, mature and manage the Major Incident/Incident Management processes as well as conduct regular reviews and audits of the processes.
- Chair post incident review meetings to manage technical investigations and identify root cause, along with follow up reviews as appropriate.
- Co-ordinate technical teams and manage resources as appropriate to expedite investigations.
- Provide effective communications across the business during a Major Incident.
- Ensure that IT incidents (specifically major incidents – P1 and P2) are resolved as quickly as possible and minimise any adverse impact to business partners and their operations.
- Ensure that all IT teams are fully aware of and follow the agreed incident management processes.
- Ensure that OLAs & SLAs are maintained and drive the appropriate actions to safeguard service.
- Analyse and report on incident trend data to identify and eliminate root cause(s).
- Review and instigate (where and when appropriate) changes to support processes to contribute to continuous service improvement of incident (and problem) management.
- Produce management information, including reports and KPIs as required.
- Chair the Daily Service Review meeting send the minutes to IT.
- Line management of the two Assistant Incident and Problem managers
Problem Management

▪ Introduce best practice and ensure problems are managed in an efficient and effective way to ensure stability to the business.

▪ Perform the management of both reactive root-cause analysis and proactive trend analysis to ensure effective resolution of problems and putting mechanisms in place so these problems do not reoccur.

▪ Proactively identify trends in incidents and through Problem Management, to ensure they are managed through to resolution in the most effective way.

▪ Produce statistics and reports to demonstrate the effectiveness and performance of the Problem Management process.

▪ Chair the fortnightly Problem Management Review Board, which comprises of colleagues at a Senior Management and Assistant Director levels.

Availability Management

▪ Introduce best practice and ensure availability is reported on against targets for each service and provide updates and guidance to the IT Director.

Skills and Experience

Essential:

▪ Experience of working in a busy IT operations function handling multiple incidents (live issues and follow-up activities on resolved incidents)

▪ Demonstrating how you have reported to senior stakeholders on incident trends

▪ Capacity to quickly understand how legacy systems work and how they interact with each other

▪ Evidence of developing and maintaining good and effective relationships with internal and external business partners

▪ Comfortable maintaining a good pace of change and experience in this

▪ Experience of working in a busy and effective team

▪ Understanding of business drivers, pressures, and value

▪ High degree of personal resilience

▪ Broad understanding of the use of IT in business, with some ability to understand and explain technical IT issues to non-IT stakeholders

▪ Confident in use of Word, PowerPoint and SharePoint and MS Outlook

▪ Advanced experience of using Excel as a reporting and analysis tool

▪ Ability to inform and influence processes to further enhance the Incident & Problem Management’s efficiency and effectiveness

▪ Experience of coordinating and delivering on multiple tasks, communicating with all levels of staff within the IT unit.
Desirable:

- Experience of working with MS Teams, Check_MK, external monitoring tools, Splunk, Service Management tools etc.
- Highly experienced in MS Excel.