

## IT Incident Manager

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Company: Tangent International

Location: dubai

Category: other-general

Duration: long term, 2 year contract

### Client's Expectations

As an IT Incident Manager, you would be responsible to ensure incident resolution quality is as per customer expectations. Key activities (but not limited) that Incident management team is supposed to perform include –

To be successful in this role, you must have: Setting up of Technical & Management Bridge to facilitate communication during incidents.

Ensure timely communication / information flow towards internal & external stakeholders.

Engage relevant stakeholders & Initiate management and technical escalations.

Ensure that resolution teams adopt optimal mindset which balances best path to resolution and protection of customer interests.

Log all Incident details, allocating approved categorization and prioritization.

Keep users informed about their Incidents' status at agreed intervals.

Associate Incidents with other records (i.e., Changes, Problems, repetitive incidents).

Provide first-line investigation and diagnosis of all Incidents via RFO (Reason for Outage).

Ensure recovery team remains sensitive to collection and correlation of data for potential RCA post event.

Escalate critical outages to Problem Manager after restoration for the RCA.

Minimum of 10 years' experience from Telecom or IT Industry with hands on experience in Incident Management domain.

Have knowledge of ITIL, eTOM or other industry practices related to Service Management

and Lifecycle. ITIL certification is added plus.

Have understanding of IT Application environment e.g. Billing, CRM, Charging System.

Have knowledge of IT Infrastructure environment e.g. Unix/Linux, OpenShift

Minimum years of relevant experience: 3+ years into Incident Management.

Manage Incidents 24x7 and ensure minimal disruption to the service and fast service restoration.#J-18808-Ljbfrr

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