

Major Incident Manager (MIM)

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Company: Diverse Lynx

Location: Malvern, Pennsylvania

Category: management

Job Title - Major Incident Manager (MIM)

Location - Malvern ,PA (Day 1 Onsite)

Type - Fulltime Only

Job Description:

Primary Skills: (Must have)

Must have experience 10+ Yrs in IT IS operations and support.

Relevant - Minimum 5 Yrs of experience in ITIL process governance especially in Major Incident Management area.

Capacity of leading the team of approx. 15 team members in onsite-offshore 24x7 model.

Must have good understanding of enterprise-wide IT operations and support functions.

Good Communication skills (Verbal and written both) to interact with the client.

Good Analytical skills and problem-solving ability.

Good customer handling skills

Certifications: (Must have)

ITIL Certified (ITIL V4 is preferred)

Key Responsibilities:

Review the reported incident tickets/calls and qualify the Major Incidents.

Drive the Major Incident Bridge and ensure the quality of the Major Incident handling.

Determine stakeholders for communication updates and contents of the communication.

Validates Major Incident communications and ensure that it has been sent as per defined SOP.

Drive Post Incident Reviews and produce MIM report.

Ensure Operational Excellence, Identify the opportunity for resilience.

Suggest the process improvements, as needed.

Ensure that Incident Management processes and tools are integrated with other processes.

Reviews effectiveness and efficiency of the process.

Establish and communicate the process, service levels, and process performance metrics.

Diverse Lynx LLC is an Equal Employment Opportunity employer. All qualified applicants will receive due consideration for employment without any discrimination. All applicants will be evaluated solely on the basis of their ability, competence and their proven capability to perform the functions outlined in the corresponding role. We promote and support a diverse workforce across all levels in the company.

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