

# Incident Manager Job Description template

## Incident Manager Job Description Template/Brief

As an Incident Manager, you will be responsible for the end-to-end management of incidents, ensuring that they are resolved in a timely and effective manner. You will also be responsible for communicating with stakeholders, providing status updates and coordinating the incident response team.

## Incident Manager Job Profile

An Incident Manager is responsible for the management and resolution of incidents within an organization. They work to identify and resolve incidents in a timely and efficient manner while ensuring that all relevant parties are kept up to date on the status of the incident. In some cases, the Incident Manager may also be responsible for developing and implementing processes and procedures for incident management.

## Reports To

- IT Manager

## Incident Manager Responsibilities

- Identifying and resolving incidents in a timely manner
- Keeping relevant parties updated on the status of incidents
- Developing and implementing processes and procedures for incident management
- Overseeing the work of incident response teams
- Escalating incidents as needed
- Reporting on incidents and trends

## Incident Manager Requirements & Skills

- Strong analytical and problem-solving skills
- Excellent communication and interpersonal skills
- Ability to work well under pressure and meet deadlines
- Strong organizational and time management skills
- Experience with incident management processes and procedures
- Experience leading and managing teams