Manager, IT Incident Response Job

Employer Name:

SpiderID: 12523482

Location: Boston, Massachusetts

Date Posted: 5/12/2022

Wage: Negotiable

Category: Information Technology

Job Code: 31051BR

CDM Smith is looking for a Manager, IT Incident Response to join our Corporate Business Technology Team!  
  
The successful candidate:   
  
• Designs, implements and manages the incident management and response process including: technical, functional, process knowledge; requirements for resolving incidents; defining criteria for incident escalation for Level 2 (desktop), Level 3 (subject matter experts) and external vendor(s). Technologies supported include: PC, network, applications and infrastructure.   
  
• Reports critical incidents and problems to technology senior management. Coordinate with Level 3 (SME) support groups to acquire and transfer knowledge on incident and problem resolutions. Reviews incidents for satisfactory closure. Coordinates with technology staff in planning and managing all scheduled /planned system outages.   
  
• Monitors incident resolutions to ensure adherence to SLA. Provides accurate and timely incident resolution status updates to the technology service desk. Identifies Incidents that require onsite technician response to the technology managers.   
  
• Develops and monitors key performance indicators (KPI), and tools to report on incidents response performance. Typical incidents include incident resolution method, response times and incident rates, escalation resolution process, etc.   
  
• Trains technology staff on how to effectively manage incidents.   
  
• Manages the day to day activity of staff. Provides feedback on performance appraisals. Manages the development and training of staff. Approves paid time off requests (PTO) and ensures human resources policies are followed.   
  
• Performs other duties as required.  
  
• Bachelor's degree.   
  
• 8 years of related experience.   
  
Equivalent additional directly related experience will be considered in lieu of a degree.  
  
Domestic and/or international travel may be required. The frequency of travel is contingent on specific duties, responsibilities, and the essential functions of the position, which may vary depending on workload and project demands.  
  
We attract the best people in the industry, supporting their efforts to learn and grow. We strive to create a challenging and progressive work environment. We provide career opportunities that span a variety of disciplines and geographic locations, with projects that our employees plan, design, build and operate as diverse as the needs of our clients. CDM Smith is an Equal Opportunity/Affirmative Action employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, creed, sex, pregnancy and pregnancy-related conditions, sexual orientation, gender identity, national origin, age, marital status, disability, citizenship status, genetics, protected veteran status or any other characteristics protected by applicable law.

Start Date: ASAP  
  
  
Position Type: Full-Time Permanent  
  
  
Years of Experience Required:   
  
  
Education Required:   
  
  
Overnight Travel:   
  
  
Vacation Time:

Contact Name: CDM Smith

Company: CDM Smith