



Incident Manager



Leidos Australia Pty Ltd ★ 3.1 · [7 reviews](#)

📍 Canberra ACT

🏢 Help Desk & IT Support (Information & Communication Technology)

🕒 Full time

Posted 6d ago

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Company Description

People join Leidos Australia for many different reasons. The interesting projects. Supportive and open-minded colleagues. The opportunities to develop. What unites us is the fact that everything we do benefits and safeguards Australia in some way. We're proud of our Mission to make the world safer, healthier and more efficient, and every Leidos team member has a valued role to play – to Be the difference.

Job Description

Come join us on the Centralised Processing (CP) program within the Department of Defence and elevate your career.

Centralised Processing (CP) is a key ICT program with the Department of Defence to supply IaaS, PaaS and SaaS to underpin Australia's largest private cloud network. Working with teams of system engineers, and IT professionals, this opportunity is to be part of our team of Incident Managers in a very fast paced environment where we work through and overcome unique challenges in order to excel at delivering client outcome.

We are looking for people who enjoy face-paced and high complex ICT Service Management. In this role you will be responsible for management of day-to-day Incident Management, including command and control of Major Incident. As a Leidos Incident Manager you will be responsible for ensuring compliance to the Incident Management Process, SLA performance and Post Incident Reviews. The Leidos team work on 24x7 and this role includes on-call duties shared across the Incident Management team. In this role you will routinely interact with all levels of management and engaging with technical SMEs across a broad range of disciplines, ensuring quality information is recorded in all incident tickets.

Overview

- Chair Conference/Technical Bridge calls with relevant technical resources and other key stakeholders to orchestrate resolution of the incident.
- Manage incidents with a sense of urgency to restore service ASAP and within Service Levels

- Liaise with internal and external stakeholders, ensuring they receive appropriate communication
- Keep track of progress of all priority Incidents against incident SLA's
- Ensuring all Incident cases and records are accurately maintained and are of quality in content
- Continuous improvement of Standard Operating Procedures (SOP's) to assist in day to day running of the incident process in concert with the Incident TL and Process owner
- Assist in the completion of Post Incident Reports and ensure the quality of information therein
- Ensure outage records are complete for each incident that requires it to measure availability
- Strong customer service focus with the ability to empathise as well as prioritise
- Working within a rotational roster for staggered start times and for On-Call duties 24x7
- Other duties as required

Qualifications

Skills

- Experience in a Service desk or Incident Management team
- Working knowledge of ServiceNow, an advantage
- Good technical understanding across the board
- Demonstrated ability to build and maintain effective working relationships across all levels
- Strong interpersonal skills and a proven ability to talk comfortably and knowledgeably with a wide range of stakeholders
- Excellent communication (verbal and written) skills
- Highly effective in managing multiple, concurrent activities, while understanding and managing priorities, dependencies and risk
- Strong conceptual, analytical and interpretive skills with high level of attention to details

Additional Information

This role does require the successful applicant to be an Australian Citizen and hold a current Defence NV-1 (With the option of uplifting to an NV-2 security clearance).

At Leidos, we embrace diversity and are committed to creating a truly inclusive workplace. We welcome and encourage applications from Aboriginal and Torres Strait Islanders, culturally and linguistically diverse people, people with disabilities, veterans, neurodiverse people, and people of all genders, sexualities and age groups.

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