



Incident Manager

Leidos - Canberra, Australia



New



In review



Interview



Offer

JOB DESCRIPTION

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

ATTACHMENTS



Resume_JunZhou.docx



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

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

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JUN ZHOU

11 Oct 2023

Jun Zhou Mobile: 0476100764 Email: zhoujun418331@gmail.com Harrison, Canberra 2914 Australia Citizen Australia Full Driver License RE: Incident Manager Dear Hiring Manager, I am writing to express my strong interest in the Incident Manager position at Leidos, as advertised on seek.com.au. With my background in information technology, technical support, and a commitment to providing exceptional customer service, I am confident in my ability to contribute to the success of your team. Throughout my career, I have gained valuable experience in troubleshooting and resolving technical issues, as well as supporting end-users effectively. My technical skills, combined with my ability to communicate complex technical information in a clear and user-friendly manner, have allowed me to consistently provide top-notch support to customers and colleagues. My educational background, including an Information Technology Diploma from TAFE NSW and an Information Technology Certificate IV from the Canberra Institute of Technology, has equipped me with a strong foundation in IT principles and practices. I am well-versed in IT software and tools and am adept at navigating various technical systems. I am particularly drawn to Leidos because of your reputation for innovation and your commitment to delivering outstanding solutions to your customers. I am excited about the opportunity to contribute my skills and knowledge to your IT Help Desk team and help ensure that end-users have a seamless and positive experience with your products and services. In addition to my technical skills, I am known for my strong work ethic, attention to detail, and ability to work collaboratively with cross-functional teams. I am eager to bring my problem-solving abilities to Leidos and assist in maintaining the highest level of customer satisfaction. Enclosed is my resume, which provides further details about my professional background and qualifications. I welcome the opportunity to discuss how my skills and experience align with your team's needs in more detail. Please feel free to contact me to arrange an interview. Thank you for considering my

application. I look forward to the possibility of contributing to the continued success of Leidos as an IT Help Desk professional. Sincerely, Jun Zhou

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Home

Preliminary questions



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And here is the [Privacy Policy of the Employer](#) linked to your application, Leidos

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