ROLE PROFILE

Job Title: **ICT Incident and Problem Manager**	Role Reports to: **Service Delivery Manager**	Business Function: **Information, Comms & Tech**	**Grade**: **D**

Job Purpose: Create technical stability and significantly reduce the volume of recurring incidents affecting our infrastructure and business systems, providing the business with confidence in the IT service. Driving the efficiency and effectiveness of the Incident and Request Management, Problem Management and Major Incident processes, reviewing and auditing the processes.	Key Competencies: - Flexibility & Resilience - Meeting Customer Needs - Interpersonal Understanding - Results Focus - Leadership - Impact and Influence - Future Focus - Problem Solving and Decision Making - Building Relationships

YHG Values: **Passion   Pride   Creativity   Accountability**

Key Responsibilities:

1. Accountability for all aspects of the Incident, Request, Major Incident and Problem Management processes, ensuring all relevant modes of communication are used throughout the Incident and Request life cycle; End to end responsibility for management, communication, escalation, investigation and resolution of Incidents, Requests and Problems ensuring high quality, timely updates.
2. Working with ICT teams and third-party vendors to ensure that all Problem Records are progressed to closure, including root cause, mitigating actions and process.
3. Responsibility to develop and maintain the ITSM tool, currently ServiceNow.
4. Monitor the effectiveness of Incident and Request Management, Problem Management and Major Incident processes making recommendations for improvement.
5. Embed Incident and Problem Management (both reactive and proactive) related ITIL principles within the team, ensuring ITSM tools are consistently used taking learnings to diagnose root cause and resolve issues for customers, at first contact, whenever possible.
6. Provide direction, co-ordination of tasks and a Communication Plan for Major Incidents, retaining ownership and responsibility.
7. Overall accountability for the ICT support knowledge base, ensuring it is appropriately populated and administered, and clear concise documents are regularly created/updated by all areas within ICT, in line with the changes in technology, policies and procedures.
8. Increase service availability through proactive analysis techniques, ensuring collaborative working across all teams to embed a proactive ethos as a standard.
9. Work with the Service Transition Manager and Project Managers, to ensure support arrangements for new IT services have been identified.
10. Producing and acting upon management information, including SLA performance KPIs and reports to continually improve service quality.
11. Acting as an escalation point for all Incident Management, Problem Management, Request and Major Incidents, ensuring that all ICT teams consistently adhere to the Incident Management, Problem Management, Request and Major Incident processes
12. Accountable for the creation and maintenance of work instructions, knowledgebase articles and other operational documentation
13. Deputise for Service Delivery Manager.
14. Undertake additional duties appropriate to the role and/or grade.

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	Essential	Desirable
Knowledge	• Strong knowledge of data modelling to ensure the right data is being captured in the right way. • Good knowledge of standard reporting tools and techniques, and a working knowledge of IT ServiceNow. • Significant knowledge of managing Incident and Problem management processes • Knowledge of Risk Management.	• ServiceNow development knowledge
Skills	• Excellent communication skills, both written and verbally, with an ability to clearly explain problems to both a technical and non-technical audience. • Excellent organisational skills, with ability to prioritise and manage multiple tasks and demands to meet deadlines • Strong attention and analytical skills. • Solid relationship building skills, with ability to communicate at all levels • Demonstrable IT related problem-solving skills. • Demonstrable sound technical knowledge. • Ability to think creatively and lead problem design in an ambitious and demanding work environment • Demonstrable customer management and service skills. • Ability to lead and deliver change and contribute to culture change successfully. • Ability to produce clear, well-structured reports which aid effective decision making.	

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	Essential	Desirable
Experience	• Significant experience and a proven track record in process level (Problem, Request, Incident, etc.) management. • Experience of working in a complex, fast-paced organisation. • Experience gained in Service Management and/or technical delivery roles • Experience in promoting an ITSM processes and assisting in organisational change	
Qualifications/Education	• ITIL (IT Service Management) Foundation V3/SDI	• ITIL v.4 Foundation/ITIL (Intermediate+ V3) – Problem Management • Kepner Tregoe (Workshops) • Major Incident Management Training

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People Management Responsibility?	This role has no line management responsibility.
Budgetary Responsibility?	This post has no budgetary responsibility.
Key Relationships (internal/external)	• Working closely with ICT Heads of Department and other members of ICT. • Collaborative working relationships with staff, managers, Heads of Service & Directors of other functions. • Establishing, manage and maintain relationship with partners, contractors and vendors.

Safeguarding of Children Young people and Vulnerable Adults

Your Housing Group is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff to share this commitment.   As a Your Housing Group employee, it is your responsibility to attend safeguarding training in accordance with YHG safeguarding training strategy and to be aware of and work in accordance with the YHG safeguarding policies and procedures and to raise any concerns relating to such procedures which may be noted during the course of duty.

Key Role Performance Indicators

1. Ensure 95% of all tickets assigned are resolved within SLA
2. Ensure a minimum of 10 Knowledge base articles are created and published per month
3. Ensure all third party OLA's are met and any breaches are documented
4. Ensure that monthly reporting packs are created and reviewed on time.
5. Complete Draft RCA (Root Cause Analysis) 80% compliance (within 5 business days)
6. Complete Final RCA (Root Cause Analysis) 80% compliance (within 10 business days)
7. Produce and document 10+ Known Errors/month
8. Maintain an average time with no update < 7days (90%)
9. Maintain a Problem Backlog of <50Maintain a Problem Backlog of <50.

Date Role Profile Created/Updated:	**October 2019**

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