

**Job Title: Service & Incident Management Lead**

**Work Location - Taguig City 1634 Philippines**

**Mode - Onsite**

**Employment Type – FTE 1 Year**

**No Sponsorship provided for this role**

**Job Description**

**Primary Duties and Responsibilities:**

- Work with Service and Incident Manager to improve the Customers' Experience when engaging the Service Desk
- Manage day to day escalations from Business
- Incident communication to team on critical issues and high customer impacting issues and any activities required to action by the customer as part of the incident resolution or workaround
- Work with Business Stakeholders to define right process to improve Desk performance
- Define actions to improve End User productivity based on data sample
- Execute improvement plans to reduce incidents based on current volume and trend analysis
- On behalf of service desk, provide recommendations to Problem Resolution team for their additional research and problem resolution actions as deemed by the Problem Resolution team
- Identify needs and opportunities to update Knowledge Information to improved agent and customer and incident/service resolution
- Identify opportunities for shift left while leveraging various tools and processes for End users
- Define the escalation rules, which specify when and how the escalation actions are triggered based on the escalation criteria
- Collaborate with quality auditors to focus on agent performance improvement and create visibility on areas of opportunities to improve overall user/customer experience
- Ensure the Service Desk agents adhere to predefined quality assurance standards and the business's standard operating procedures
- Provide timely reports on a daily, monthly, month to date, and year to date for Service and Incident management
- Listen to call recordings requested by the client and provide insights to management which will maximize customer satisfaction

**Required Qualifications/Skills:**

- ITIL Certified or 5 years working experience as an Incident Manager
- Knowledge about KPI & CSL related to IT Helpdesk.
- Work experience in ServiceNow
- Advanced Excel Skills, work experience in Word, PowerPoint & MS-Visio

- Strong analytical skills
- Proven track record of working collaboratively to improve the customer's experience through Incident Management
- Strong communication, presentation, and relationship management skills
- Positive team player attitude with excellent verbal and written communication skills
- High degree of organizational skills

**Education/Certification/License**

- Bachelor's/Master's degree in Information Technology.
- Minimum 5 years working experience as Incident Management Lead.
- ITIL knowledge or certification

If you are interested for above position kindly share your resume at [hr@blupace.co.uk](mailto:hr@blupace.co.uk)