



## JOB DESCRIPTION FOR SERVICE OPERATIONS PRINCIPAL INCIDENT MANAGER

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**Job ID:** 20090225-1  
**Posting Title:** Principal Incident Manager  
**Company:** Point Guard Solutions, LLC.  
**Country:** USA  
**Work Location:** Raleigh or New York City Metro Area  
**Job Type:** Full Time  
**Employment Type:** Permanent

### Job Description Summary

The primary responsibility of the Principal Incident Manager is to function as the Incident Command until properly relieved another Manager. This position is responsible for the daily incidence response, service and operational issues during their shift. The Incident Management Manager is to be available for situations that may require higher authority or capability. The Manager must be physically available in the Operations Center by cell phone, email, and radio. The manager will respond to incidents reported by Help Desk, Situation Room, and senior management in accordance with the Standard Operating Policy Protocols, and respond at own discretion.

- Perform as Point of Contact (POC) for the incident
- Ensure management is informed of critical issues and that standards are utilized between all shifts for escalation and operational processes
- Facilitates the preparation, completion and follow-up of internal/external Event Analysis Reports, and external statements required in relation to root cause of critical network events.
- Interface with all relevant teams to ensure accurate completion, review and approval of all event analysis documentation, in addition to maintaining/updating process documents and templates.
- After critical or high severity network events, gather and record information on all relevant events and their timing, interface with all relevant teams to identify root cause, present the internal root cause findings to the Technical Operations Management team for review and input, drive the internal event analysis to completion and convert to external Event Analysis Reports for distribution and maintain a repository of all completed and in-progress Event Analysis Reports.

### Main Skills:

#### Minimum Education Required

- Bachelor's Degree in Computer Science or related field

#### Minimum Experience Required:

- 3-5 years Root Cause Analysis experience
- 3-5 years Incident Management
- Extensive data analysis experience
- Quality improvement experience and understanding of IT assets and processes

#### Preferred Level:

- 5-7 years engineering experience
- 3-5 years in a quality improvement role

#### Minimum Skills Required:

- Good communication and leadership skills
- Technical and analytical aptitude

#### Preferred Level:

- Strong communication and presentation skills
- Ability to mentor project leads
- ITILv3 Certification
- Understand the interdependencies of end-to-end stack of IT infrastructure