

## Incident Coordinator

Leidos • Kingston ACT 2604



Base pay  
\$0 - \$0



Work type  
Full time



Contract type  
*Not provided*

### Job details



Date posted  
**18 May 2022**



Expired On  
**05 Jul 2022**



Category  
**Information Technology**



Occupation  
**Help Desk & IT Support**



Base pay  
**\$0 - \$0**



Work type  
**Full time**



Job mode  
**Permanent**

### Full job description

#### Company Description

Leidos Australia is the largest commercial supplier of intelligence services to the Australian Government and provides a number of critical systems integration projects to the Department of Defence. We also deliver service management, including service desk, for the Australian Tax Office, supporting 25,000 ATO end users.

#### Job Description

##### About your new role

Looking for a new and challenging opportunity? If so we have two positions available. Join us on the ATO and own the end to end Incident Management process in a multi service provider support environment.

##### Duties include but not limited to

- Manage service incidents identify and create problem tickets.
- Coordinate with support personnel and third party vendors (at various levels) to find a workaround, temporary fix or to improve the communication flow during high priority incidents
- Alert support groups of high priority incidents that are about to miss SLA
- Manage and escalate high priority or backlog incidents.
- Identify trends in SLA breaches and work with the relevant support group to ensure corrective plans are in place
- Report on total number of incidents that breached SLA and by resolver group.
- Understand and comply to the company and client policy and procedures

- Create, maintain and ensure awareness of processes to all staff
- Submit reports on time with high quality and accuracy
- Incident updates delivered on time as per contract
- All high severity Incidents have communication sent within SLA and in accordance with agreed format.

### **About you and what you'll bring**

- Previous experience in a Incident Coordinator role
- Experience with continuous Improvement of process and incident quality
- Experience reporting to Management on Incident activity
- Prior experience dealing with 3rd party vendors / solution partners
- ITIL V3 Foundations - highly advantageous

### **Qualifications**

Coupled with your education and practical experience, you will demonstrate a pro-active approach with the ability to understand the business, identify issues and develop relationships to achieve the Company's objectives.

### **Additional Information**

Please note all applicants must be Australian Citizens with the ability to obtain Baseline Security Clearance.

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