

Poland Jobs Expertini®

Problem & Major Incident Analyst

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Company: NCR Corporation

Location: Poland

Category: business-and-financial-operations

About NCR/VOYIX

NCR VOYIX Corporation (NYSE: VYX) is a leading global provider of digital commerce solutions for the retail, restaurant and banking industries. NCR VOYIX is headquartered in Atlanta, Georgia, with approximately 16,000 employees in 35 countries across the globe. For nearly 140 years, we have been the global leader in consumer transaction technologies, turning everyday consumer interactions into meaningful moments. Today, NCR VOYIX transforms the stores, restaurants and digital banking experiences with cloud-based, platform-led SaaS and services capabilities.

Not only are we the leader in the market segments we serve and the technology we deliver, but we create exceptional consumer experiences in partnership with the world's leading retailers, restaurants and financial institutions. We leverage our expertise, R&D capabilities and unique platform to help navigate, simplify and run our customers' technology systems.

Our customers are at the center of everything we do. Our mission is to enable stores, restaurants and financial institutions to exceed their goals – from customer satisfaction to revenue growth, to operational excellence, to reduced costs and profit growth. Our solutions empower our customers to succeed in today's competitive landscape.

Our unique perspective brings innovative, industry-leading tech to all the moving parts of business across industries. NCR VOYIX has earned the trust of businesses large and small — from the best-known brands around the world to your local favorite around the corner.

We are looking for a proactive and self-motivated individual who will be responsible for maintaining

a consistent and timely delivery of Problem and Major Incident management with best practices. This individual will be part of a small team who will be accountable for managing the lifecycle of all high priority incidents and associated communications; this includes the declaration of a critical incidents, ownership of incidents through to resolution, and follow-on root cause investigation and fix implementation. The successful candidate will be required to communicate to all stakeholders regarding the status of a Major incident and/or Problem tickets, so must be comfortable, confident, and effective with written and verbal communication to all levels of stakeholder up to VP.

The Senior Problem and Major Incident Analyst will be required to prepare and run Major Incident Reviews, Major Problem calls, Problem closure calls, Vendor meetings and Supplier calls, so must demonstrate a good level of analytical and report writing skills to ensure all reporting is accurate, descriptive, and targeted to achieve the CSI that the team is striving to deliver.

This individual will focus on NCR Retail solutions (SW including SCO). This role will be part of the Retail Application support organization.

Key responsibilities:

Trend analysis to identify recurring problems.

Manage lifecycle of problems to resolution with support of SME's.

Host Problem Update Boards to notify internal stakeholders of known problems.

Coordinates and manages the known error database.

Manage critical incidents to reduce recurrence and mitigate impact/risk.

Ensure efficient and effective resolution of all incidents and problems across the business in line with agreed service levels.

Develop, manage, and deliver service management data and reporting.

Post Incident reviews.

Review and provide feedback on presentations.

Own priority 1 Problems.

Major Problem Reviews.

ITIL Foundation qualification/knowledge, or equivalent

Excellent working knowledge of service management processes (Incident, Problem and Change Management)

Exceptional communicator, a sound influencer with the ability to communicate at all levels

Good customer service skills, and able to proactively manage customer expectations.

Strong time management and efficiency skills, organized and delivery focused, good planning skills, and process driven

Ability to work on own initiative rather than to a strict process

Strong report writing and analytical skills

A team player but with the ability to work on own and under pressure

Able to negotiate in difficult situations to reach a successful conclusion

Ability to manage and resolve conflict and able to work effectively at all levels of the organization

Ability to step up when needed and offer support even when outside normal hours if required

Excellent analytical and trend analysis skills.

Ability to create and deliver clear presentations that demonstrate clear outcomes

Willing to work as part of an on-call schedule to support critical incidents (will be paid)

Offers of employment are conditional upon passage of screening criteria applicable to the job

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