Incident Lifecycle Coordinator

DXC Technology helps global companies run their mission critical systems and operations while modernizing IT, optimizing data architectures, and ensuring security and scalability across public, private and hybrid clouds. The world's largest companies and public sector organizations trust DXC to deploy services across the Enterprise Technology Stack to drive new levels of performance, competitiveness, and customer experience. Learn more about how we deliver excellence for our customers and colleagues at DXC.com.

Who we are:
We are a team of ambitious people who work with the more experienced engineers to ensure continual learning and skills improvement.
We monitor the workflow tool queues ensuring that active work is done on the tickets on timely basis. The ILC secures that the evolution of an incident, from its creation to closure, follows all predefined steps with valid and regular communication. We increase the quality of provided services via high - Service Level Agreement (SLA) compliance.
Provide assistance to engineers, Shift Management or Function Leadership if required.
As part of DXC Technology, we are the leading independent end-to-end IT services company providing IT solutions to nearly 6,000 private and public customers in 70 countries. We serve as a reliable partner, using the power of innovation to thrive on change.

We are looking for:
Currently we are looking for a person who is willing to join us as an **Incident Lifecycle Coordinator**. The Incident Lifecycle Coordinator (ILC) needs to ensure that DXC meets the contractual commitments to its customers providing support 24/7. As such, the ILC is responsible to ensure that the Incident Lifecycle is working smoothly thus having a positive impact on customer satisfaction through ensuring that delivery teams take swift action to restore services to full operation.

What we offer:
- Continuous business specific training opportunities
- Work in a dynamic and fast-growing environment
- Career growth in the field of IT
- Work from home
- Competitive remuneration package including:
  - Additional medical and life insurance
  - Food vouchers
  - Corporate discounts program
  - Wellness and sports events

Key Skills required:
- English language
- Strong interpersonal and telephony skills; Good verbal and written communication skills
- Flexible; Self-motivated; Time Management skills
- Multitasking and prioritization of the assigned tasks
- MS Office and Outlook; ITIL concept