

<b>Job Title</b>	Incident Analyst
<b>Department</b>	IT
<b>Reports to</b>	Incident & Problem Manager
<b>Grade</b>	Grade 4
<b>Purpose &amp; Overview</b>	<p>Wales &amp; West Utilities (WWU) is seeking an IT Incident Analyst to join our IT Service Team. This is a key analytical role within the IT Service team, focused on leveraging data to optimise incident management and support informed decision-making. This position is responsible for analysing incident trends, monitoring vendor performance in incident resolution, and managing ServiceNow queues to ensure incidents are tracked and resolved efficiently. By extracting and interpreting data, the Incident Analyst provides valuable insights that drive improvements in service reliability and Partner performance, while collaborating with internal teams, partners, and vendors to enhance our overall IT service delivery.</p>
<b>Key Accountabilities</b>	<p><b>ServiceNow Queue Monitoring:</b> Track incident progress in our ITSM tool (currently ServiceNow), analysing ticket flow and identifying any bottlenecks or delays, and providing data-driven insights to ensure timely resolution.</p> <p><b>Aged Ticket Analysis:</b> Regularly review aged tickets and conduct analysis to identify patterns, providing recommendations to reduce ticket resolution time and improve service delivery.</p> <p><b>Incident Reporting &amp; Data Collection:</b> Compile regular reports on incident management performance, focusing on SLA adherence, incident volumes, and trends, and provide actionable insights to support operational decision-making.</p> <p><b>Validate Incident Reports:</b> Assist with reviewing vendor-submitted incident reports to ensure accuracy and completeness, verifying that all required details are detailed and comply with SLA standards. Identify any data gaps or inconsistencies and escalate them for corrective action.</p> <p><b>Data-Driven Performance Insights:</b> Gather and analyse incident data to track trends and vendor performance, highlighting recurring issues or areas needing improvement, and sharing findings with the Service Delivery team to inform service optimisation efforts.</p> <p><b>Incident Tracking &amp; Progress Analysis:</b> Monitor incident progress, identify areas where delays may occur, and provide insights to help drive faster resolution and ensure alignment with SLAs.</p> <p><b>Update Incident Documentation:</b> Assist with maintaining and updating incident management documentation based on data analysis, ensuring processes and records are accurate and aligned with internal policies.</p> <p><b>Support Continuous Improvement:</b> Use incident data to identify trends and root causes of recurring issues, providing insights and</p>

	<p>recommendations for process improvements to reduce future incidents and enhance service quality.</p> <p><b>Monitor Vendor SLA/KPI Compliance:</b> Assist in analysing vendor adherence to SLA-defined response and resolution times, tracking performance data against these metrics, flagging any potential breaches for further review.</p>
<b>Technical Know-How &amp; Skills</b>	<p><b>Incident Management Tools:</b> Proficient in using ITSM tools (currently using Service Now) to log, track, and manage incidents, ensuring accurate ticket data entry and updates.</p> <p><b>Incident Tracking &amp; Queue Management:</b> Skilled in tracking incidents within our ITSM tool (currently using ServiceNow), ensuring the accurate capture of detailed information, proper ticket assignment, and timely follow-up to meet SLA targets and maintain high-quality incident records.</p> <p><b>Data Analysis &amp; Reporting:</b> Capable of compiling and analysing incident data (e.g., ticket volume, SLA adherence), generating regular reports, and identifying emerging patterns or areas of concern for further investigation.</p> <p><b>SLA &amp; KPI Tracking:</b> Understanding of SLA and KPI metrics, tracking ticket progress against defined timelines, and flagging potential breaches for escalation or further review.</p> <p><b>Incident Lifecycle Support:</b> Support the incident lifecycle from logging through resolution, assisting with escalations when required, and ensuring incidents are resolved in a timely manner with accurate information.</p> <p><b>Trend Analysis &amp; Root Cause Support:</b> Proficient in analysing incident data to identify recurring trends and patterns, contributing insights to help pinpoint underlying issues and escalating these findings to the Incident and Problem Manager for further investigation and resolution.</p> <p><b>Vendor Performance Monitoring:</b> Assist in monitoring and tracking vendor performance against SLA requirements, reporting on compliance and escalating issues as necessary to ensure adherence to service level agreements.</p> <p><b>Process Documentation:</b> Help maintain and update incident management documentation, ensuring consistent and accurate records in line with internal procedures and policies.</p> <p><b>Continuous Improvement Mindset:</b> Support continuous improvement initiatives by identifying trends in incident data, assisting in the implementation of preventive measures, and offering suggestions for process optimisations.</p>

	<p><b>Attention to Detail:</b> Strong attention to detail in ensuring all incident records are correctly maintained, providing reliable data for incident analysis and reporting.</p>
<b>Qualifications Required</b>	<p>Proven experience in a previous IT Incident Analyst role.</p> <p>Practical experience with ITIL framework, specifically in incident management processes</p> <p>Strong analytical skills</p> <p>Strong written and verbal communication skills to update stakeholders on incident status, resolutions, and performance metrics, ensuring transparency in all interactions.</p> <p>Experience in process improvement, with an initiative-taking approach to optimising incident management workflows.</p> <p><b>Desirable</b> ITIL 4 Practitioner in Incident Management</p>
<b>Job Dimensions</b>	<p>The successful candidate will report directly to the Incident &amp; Problem Manager and will collaborate closely with stakeholders across the business, including senior managers, technical staff, and field personnel. The role requires flexibility to interact with diverse levels of staff from field workers to senior leadership and should be comfortable with both hands-on work and delivering presentations or data driven insights to senior management.</p>
<b>Main Interfaces</b>	<p>Technology Support Service Manager, Service Delivery Managers both internal and external, Incident and Problem Manager, Technical Teams, Cyber Security Team, WWU Service Teams (both internal and external) Project Managers, WWU Senior Managers, End Users, Partners, Colleagues and Vendors.</p>