

## Job Description

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Title:	Incident Manager
Business Unit:	Tech Services
Department:	Dev Infrastructure
Reports to:	Tech Owner, Service Management
Location:	Gurgaon
Direct Reports:	No
Updated:	April, 2023

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### About FinThrive

FinThrive is advancing the healthcare economy. We rethink revenue management to pave the way for a healthcare system that ensures every transaction and patient experience is addressed holistically. We're making breakthroughs in technology—developing award-winning revenue management solutions that adapt with healthcare professionals, freeing providers and payers from complexity and inefficiency, so they can focus on doing their best work. Our end-to-end revenue management platform delivers a smarter, smoother revenue experience that increases revenue, reduces costs, expands cash collections, and ensures regulatory compliance across the entire revenue cycle continuum. We've delivered over \$10 billion in net revenue and cash to more than 3,245 customers worldwide. When healthcare finance becomes effortless, the boundaries of what's possible in healthcare expand. For more information on our new vision for healthcare revenue management, visit [finthrive.com](https://finthrive.com)

### About Our Culture

#### Find Balance with Our Colleague-friendly Organization

We prioritize work-life balance and flexibility for our colleagues, which is why FinThrive offers a conducive and stress-free work culture. This, along with fantastic salary and benefits packages will help you thrive in your career.

#### Take Time to Recharge and Pursue Your Passions

At FinThrive, we believe in the human side of work and the importance of taking time to pursue your passions and recharge. Whether it's traveling the world, spending quality time with loved ones, or giving back to your community, we want you to enjoy all the good that life has to offer.

#### Be Part of a Positive and Supportive Work Environment

FinThrive colleagues value diversity, inclusivity, and respect, and we're committed to creating a positive and supportive work environment where every colleague's voice is heard and celebrated. At FinThrive, you're a valuable member of our team, and your opinions matter!

#### Grow and Excel Your Career with Training and Education

FinThrive is committed to helping our colleagues grow and excel in their careers, which is why we offer top-notch training and education to sharpen your skills and prepare you for whatever lies ahead. With our support, you'll be well-equipped to succeed not just in your current role but also in your future endeavors.

### What we offer

- Term life, Accidental & Medical Insurance
- Professional development opportunities
- Hybrid work environment

### Impact you will make

As an Incident Manager at FinThrive, you will be part of the team that supports 24 x 7 x 365 Incident management monitoring across the organization. You will coordinate and document all Incident Investigation and recovery activities and problem resolution activities. This role

requires collaboration with business leaders and colleagues from multiple product, support, engineering and technical teams across the organization.

## What you will do

- Drive and coordinate Incident management process and response activity. Assemble appropriate resources and manage incident communication
- Keep the incident response resources focused, facilitate quick recovery and closure with minimum Impact to customers and colleagues
- Document all activities, Investigation, and recovery tasks, and provide a detailed timeline of the Incident events
- Facilitate related problem Investigation and documentation, ensuring accurate data collection to identify recurrences and aide in continuous improvement
- Work with assigned resources to ensure timely completion and closure of related tasks
- Provide accurate reporting on Incident and problem activities
- Maintain knowledgebase documentation library

## What you will bring

- Excellent oral and written communication skills with attention to accuracy in data and detail are required
- Experience working in IT service management, incident management, crisis management and/or escalation management in a technology environment, or ITIL certification
- Strong knowledge of IT service management and ITIL processes and IT service management software
- Ability to lead, make decisions, problem solve and work within teams
- Ability to work in a fast-paced environment and support other team members
- Experience troubleshooting and technical problem-solving skills
- Experience working In an Agile SCRUM environment
- Experience with monitoring tools such as Application Insights
- Ability to work on-call shifts to facilitate 24 x 7 x 365 coverage
- Travel required: None

## What we would like to see

- BS/MS in computer science or a related field, or ITIL certification
- Previous experience working with Ivanti
- Business process Improvement experience
- Strong project management and organizational skills
- Experience with IT Integration, ITSM and/or DevOps specifically around Incident Management In a multi-product company



FinThrive is an Equal Opportunity Employer and ensures its employment decisions comply with principles embodied in Title VII, the Age Discrimination in Employment Act, the Rehabilitation Act of 1973, the Vietnam Veterans Readjustment Assistance Act of 1974, Executive Order 11246, Revised Order Number 4, and applicable state regulations.

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