

Major Incident Manager

Are you ready to take the helm in managing major incidents and ensuring seamless IT service operations? Global IT Support (GITS) is seeking a dynamic and talented Major Incident Manager (MI) to join our global team.

Is it your profile we are describing? Then we cannot wait to meet you.

Behind the title

As an MI Manager, you play a crucial role in ensuring the delivery of the best 24/7 IT service. You will work in a team led by two senior Major Incident Managers and distributed between Denmark and India and will be based in Ballerup, Denmark. Your primary action will be operating the Major and Critical incidents which may occur across the entire organization.

Key responsibilities include:

- Support and handle Major and Critical incidents related to a broad range of technologies across Novo Nordisk, established in shifts within Danish working hours.
- Handle Major Incidents and drive them towards resolution. You, as part of the team, will also be the first point of contact for all Major Incidents within the Global organization, taking care of the creation and management of an MI bridge during all outages.
- Support the continuous development, improvement, and optimization of our operational stability
- Ensure that all tasks are executed in compliance with internal and external regulations, quality requirements, and completed according to the agreed objectives.
- Perform timely and effective communication to stakeholders
- Interact with vendors, line of business customers, and management teams at all levels of the organization

In this role, you will be at the forefront of handling Major and Critical incidents across Novo Nordisk's diverse technology landscape. This involves not only running the process for Major Incidents in Novo Nordisk according to defined protocols but also actively driving them towards resolution.

Which competencies are we looking for?

We are looking for a candidate who can fulfil most of the following requirements for this position:

- Preferably an relevant Education or equivalent job experience
- 1-2 years of experience in major incident management or a related field, demonstrating proficiency in handling critical situations
- Strong understanding of IT processes, with knowledge in frameworks such as ITIL, COBIT, or similar
- Bonus points for familiarity with ITIL V4, showcasing an advanced understanding of the latest industry standards
- Preferred background in enterprise IT, coupled with a broad knowledge of IT technologies
- Basic grasp of Agile principles, methodologies, and events, complemented by excellent communication skills essential for effective collaboration

As a candidate for this role, you will bring a high level of self-motivation and personal drive to the team, demonstrating your ability to handle a multitude of tasks simultaneously.

About the area/Department

Job Title:
Major Incident
Managers

Application Deadline:
As soon as possible

Company:
Novo Nordisk A/S

City:
Copenhagen

Country:
Denmark

Contact person:
Brian Ranvits

Phone number:
+45 2048 0548

Global IT Support is anchored within the DD&IT organization and has employees based in different countries across the world. In DD&IT, we work Agile, and in the GITS Product Area, we have three products and ten teams driving operations globally. The products cover End User Support Experience, Service Operation Excellence, and Regional IT Services.

By joining DD&IT, you will become part of a strong global community of more than 1,200 skilled IT professionals, who are responsible for IT systems, services, operations and platforms in Novo Nordisk.

Be part of the Novo Nordisk family

Novo Nordisk is a global healthcare company headquartered in Denmark. For 100 years, we have been driving change to defeat diabetes and other serious chronic diseases. As a result, our treatments today benefit millions of people living with diabetes, obesity, and rare blood and endocrine diseases. We are proud of that.

We are proud of our people too, and we employ more than 57,000 bright and diverse minds in 80 offices worldwide. With us, your bright mind and commitment help us change lives for people worldwide. In exchange, we offer you a seat in a rewarding and purpose-driven culture where your professional and personal development is highly valued. That said, opportunities are many in Novo Nordisk.

Contact and application:

If you have any questions regarding the position, please contact Brian Ranvits (+45 2048 0548) or Christoffer Bjørk Pedersen (+45 2080 1638) from European Search Company who carries out this recruitment.

Please apply for this position using the apply button below.