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# Example of Problem Analyst Job Description

Our company is hiring for a problem analyst. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for problem analyst

* You will work closely with Cyber Technology Operations in the APAC region for swift engagement and resolution of P1 issues
* Additionally, you will be responsible for the ongoing Health and Hygiene of the Cyber infrastructure environment
* Manage the incident and problem management process for iSelling
* Ensure incident management KPIs, resolution time, in the service level agreements with line of business are fulfilled and ensure timely resolution of incidents and problems
* Complete management information and reporting on a regular basis
* Plan and prioritize deliverables
* Review all major incidents to ensure problem records are correctly opened and proper ownership is established
* Manage the timely communication of Impact Statements to business stakeholders for all major incidents
* Facilitate root cause analysis (RCA) activity with the appropriate technical team members
* Drive problem investigation with appropriate corrective actions identified

## Qualifications for problem analyst

* Generally global scope/accountability
* Bachelors and five (5) years
* ITIL Foundation Certified with at least one intermediate certification
* Lean or Green Belt Six Sigma certified
* Good presentation and communications skills across multiple levels of the organization, including senior management
* As a person you are goal oriented, you work proactive, behave responsible constructive and you have strong ability for decision making