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# Example of Problem Management Job Description

Our company is growing rapidly and is looking to fill the role of problem management. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for problem management

* Assisting in defining the Problem Management process, modified to fit USTRANSCOM’s operational environment
* Own, devise, and deliver the Global Incident and Problem Management Strategy
* Driving the efficiency and effectiveness of the incident and problem management processes globally
* Monitoring the effectiveness of incident and problem management processes and making recommendations for improvement
* Driving, developing, managing and maintaining the major incident process and associated procedures (escalations, communications, vendor engagement, and follow on problem management process
* Auditing the Incident and Problem Management processes
* Ensuring that all IT teams follow the incident and problem management process for every incident and problem
* Develop a high performing global incident and problem management team
* The successful candidate will own CWT global Incident Management delivery and will also form part of the combined Incident and Problem Management delivery team within the Service Operations function
* Responsible for acting as an escalation point to expedite problem resolution

## Qualifications for problem management

* Capable of exerting effort and information from all levels of staff
* Possesses a university degree/college diploma, preferably in business or technology and 3-5 years relative work experience
* Familiarity with Service Management toolsets
* The candidate for this role will participate in an On-Call rotation that will require ability to respond to Incidents within 15 minutes of notification 24/7/365 for a week
* The candidate will be able to leverage an Agile work environment where facilities permit
* Knowledge in network architecture, TCP/IP, load balancing