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# Example of Problem Management Job Description

Our innovative and growing company is looking to fill the role of problem management. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for problem management

* Build and maintain working relationships with all teams across IT, developing an understanding of each team’s abilities and responsibilities
* Plan and lead effective meetings and conduct structured interviews to collect information
* Identifies key data and develops trending reporting
* Individual will provide on-call support (2 weeks on
* Ownership of problems that have been identified
* Allocate problem ownership within areas of expertise within the company and with suppliers
* Ensure that solutions are identified and developed
* Provide analysis on problem impact
* Allocate priority to problems
* Ensure resolutions are rolled into network and provide analysis that validates the solution

## Qualifications for problem management

* Fluid English and German
* Completion of industry certifications in related areas of specialty Microsoft, ITIL, PMP, is considered an asset
* Conduct performance evaluations, recommending promotions and discipline, hiring decisions
* Understanding of IP network (LAN/WAN infrastructure, switches, routers and firewall)
* Knowledge IP Telephony (VoIP), IP VPNs
* A very good knowledge on state of the art network monitoring methods/techniques and tools (TeMIP, NetCool, MRTG)