



Example of Problem Analyst Job Description

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Our growing company is hiring for a problem analyst. To join our growing team, please review the list of responsibilities and qualifications.

Responsibilities for problem analyst

- Monitor the status of work streams that are established following major incidents impacting TES core services
- Accountable for an effective handoff, transition and progress monitoring of long term action plans as a result of problems within the environment
- Accountable for tracking, reporting and escalating on the delivery of identified short and long term actions that are deemed to be systemic issues in the environment
- Ensure timely notification and escalation of issues/problems, options and recommendations driven out of root cause analysis review
- Perform root cause analysis (RCA) for cases in scope, and for more serious cases
- Host weekly or Daily Problem Management and RCA calls with the eIT Technical resources/internal support teams and SR Leadership
- Provide Communications templates for Major Problems and known errors in the environment that need to be communicated out to other support teams or the business
- Monitoring the CT PAC Problem shared mail box for all engagements & general communications
- Creating RCA entries within the HPSM tool
- Setting up RCA review calls with impacted parties, stakeholders & partner support teams

Qualifications for problem analyst

- Conflict management experience and displays consistent flexibility, resilience, teamwork and resourcefulness
- 2 years SQL (Structured Query Language)
- Experience with change control procedures (Remedy or Service Now) nice to have
- 2 years of experience project planning and management experience nice to have
- Prior experience in the administration of technology infrastructure