



# Example of Problem Management Analyst Job Description

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

## Responsibilities for problem management analyst

- Report incident trend data to assist with identifying and eliminating root causes
- Publish root cause analysis reports
- Produce statistics and reports to demonstrate where possible repeat incidents are occurring across the organization and manage issues through to resolution
- Perform investigative analysis and reporting on chronic incidents
- Host weekly Problem Management and RCA calls with the customers, internal support teams and executive management
- Initiate actions to fix potential interruptions to service identified during proactive and trending analysis of the IS infrastructure
- Provide metrics and trending analysis to identify the major drivers of IT incidents
- Lead and facilitate post mortem investigations into high impact faults
- Manages the formal Asset Management root cause review process, ensuring that quality and in-depth root cause reviews occur as soon as reasonably possible for all Asset Management owned P1Sx issues
- Responsible for developing, assigning, and tracking actions to appropriate parties as part of the root cause review

## Qualifications for problem management analyst

- Aptitude for organizing technical calls

- Responsible for working with lines of business to develop valid actions to reduce impact and/or TTR for AM-owned issues
- Responsible for working with Asset Management Business Units globally to ensure the Problem Management process is executed comprehensively
- Experienced in the use of office desktop applications and tools
- Ability to work in teams independently and be able to multitask due to the many different system management assignments