



Example of Problem Management Analyst Job Description

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Our company is looking for a problem management analyst. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

Responsibilities for problem management analyst

- Follow-up on corrective actions & action items to ensure that all appropriate tasks are completed
- Record all known errors in the Known Errors database
- Partake in Post Incident reports for all P1 incidents to senior IT leaders (including IT LT, IT Operations LT) and other appropriate contacts within 2 working days of service restoration
- Identify subject matter expert and appropriate technology teams to be engaged during the problem investigations
- Lead Problem Management investigations with technical subject matter expert
- Responsible for the prevention of recurring incidents by determining root cause and driving implementation of corrective actions
- Deliver results of the problem investigation to stakeholders
- Prevent problems and eliminate recurring incidents proactively through trend analysis within incident data
- Performs gathering, analysis, documentation, and validation of business and technical needs using interviews, workshops, modeling techniques
- Consults with subject matter experts and project team members to identify and document potential business and technology solutions

Qualifications for problem management analyst

- Must be able to work independently on complex projects

- Experience with health care clinical and claims data and the associated regulatory environment a plus
- A minimum experience of 6 + years in ITIL Service Operations with focus on Problem Management
- Excellent communication skills and good command over written & spoken English