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

Responsibilities for problem management analyst

- Facilitates small to medium sized groups of individuals, representing significant diversity in interest and level of leadership, to a common understanding of a solution
- Utilize measurements to understand operational effective and process maturity
- Monitors processes and process utilization
- Drives implementation of approved process improvements include design, directing the build, testing and communication
- Trains new users on process and all users on process changes or updates
- Leverage existing collateral (requirements, documentation, research, or other materials)
- Understands industry best practices and incorporates them into day-to-day activities
- Validation and recording of security problems in the Security problem management tools available
- Follow up and validation of the Security problem solution initiatives
- Reporting of Security problem resolution status

Qualifications for problem management analyst

- Solid documentation skills, particularly in writing enterprise level guidelines, Standard Operating Procedures (SOPs) and other procedures
- Ability to influence and present at different organization hierarchical levels

- Innovative, analytical, data-driven decision making and risk-based problem solving skills a must
- Information-based
- Solution delivery experience with in-depth understanding of Software Development Life Cycle (SDLC) methodologies including RUP, Agile
- Strong business analysis skills such as developing process maps, gathering functional requirements, data architecture and system design