



# Example of Problem Management Analyst Job Description

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Our growing company is looking for a problem management analyst. 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 analyst

- Review the Problem Trends and Planning and Driving Improvement Plan from a Security perspective
- Be proactive in identifying problems, analyze and recommend Security Service Improvement plans with the possible solutions obtained from technical teams for department or business unit
- Identifies trends and potential Security Problem sources (by reviewing Security Incident and Problem analysis)
- Prevents the replication of Security Problems across multiple systems
- Maintains inventory of Security problems under analysis and their current progress and status
- Follows up Security issues and progress with problem owners where necessary
- Drive all Security problems towards root cause identification and permanent fix
- Conducts and facilitates the Root Cause Analysis(RCA) of a problem
- Conducts regular \*incident and problem review- meetings with all parties involved to document actions taken to remediate the problem and actions needed
- Investigates problem and related data, provides analysis and presents findings to internal teams

- Must be comfortable working with the ambiguous while driving toward clarity
- Must demonstrate the ability to identify key issues and develop actionable recommendations
- Experience with system and data analytics
- Data mining and data visualization
- ITIL Foundation or Intermediate certification preferred
- Capable of supporting/working within an ITIL structured environment especially in Problem management