



Example of Problem Management Analyst Job Description

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

Responsibilities for problem management analyst

- Consults for incident solution identification
- Consults for the definition and assessment of service levels
- Examines work queues for problems in jeopardy of missing service agreements
- Stays informed of activities to restore to normal operations
- Stays informed of IT asset discrepancies and if further investigation is required
- Reviews all "on-hold" problems and known errors
- Reviews progress and results with client and (senior) management
- Supports determination of problem priority and service levels for problems
- Supports proper assignment of problem, determination of remedial actions and the implementation of corrective actions
- Assists with the identification of the resources to which the problem should be escalated and conveys appropriate urgency and importance to identified resources

Qualifications for problem management analyst

- More than 1 year of experience in software development life cycles, configuration management and best agile software engineering practices
- More than 1 year of experience with software development and configuration management (CM) tools
- VM creation and management

- Often based on limited information and/or under extreme conditions