



Example of Problem Management Job Description

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Our innovative and growing company is searching for experienced candidates for the position of problem management. 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

- Creates and distributes Problem Management reports
- Notifies the participants in the Problem Management process when standards and process are not being followed
- Investigate and produce corrective action plans to eliminate repeat problems
- Perform proactive problem analysis, develop insights and recommendations, and engage and influence across the technology and business units to implement and improve problem resolution
- Interface with the incident management function to ensure post incident problems are quickly and readily identified and actioned, and incident root cause where it is change related is appropriately identified, reported and systemic issues actioned
- Application Resiliency resources need to immediately grasp the depth of the issue, perform Gap/Impact analysis, define and communicate a remediation plan, conduct research interviews, and coordinate resolution with impacted teams
- Assigned resource should be self-motivated, results driven, and have an understanding of the underlying Tools and Data Repositories
- Analytical and presentation skills are a must
- Manage problems, to ensure that these are diagnosed, logged and escalated to appropriate and consistent quality standards
- Understand the impact of the reoccurring incident and analyze the priority to determine the root cause

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- Strong communication (oral & written) skills including the ability to translate technical issues/concepts into ways for non-technical staff to understand
 - Experience in operational excellence, Lean Six Sigma methodologies preferred
 - Willingness to obtain ITIL certifications, unless already attained
 - Delivered results on deadline
 - At least 1 year experience in At least 1 year experience in MS Office tools - Experience in IT
 - Bachelors degree in an Information Technology discipline