



Example of Problem Manager Job Description

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Our company is looking to fill the role of problem manager. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don't fill all of the qualifications, you may still be considered depending on your level of experience.

Responsibilities for problem manager

- Track and communicate progress of problem(s) to relevant parties
- Review progress/results with client and/or (senior) management
- Maintain Known Error database
- Problem management reporting and metrics
- Drive the process the adherence during any Incidnet Handling
- Participate in the Incidents to ensure that all parties contribute to the resolution
- Coordinate between multiple support teams and with vendors to delivery incident resolution
- Validate the Incident Report for the appropriate update and ensure that the RCA is delivered as required
- Inform the respective owners on the open incidents
- Validate the impact on the incident and update customer on the further action

Qualifications for problem manager

- Liason with the process team to provide any work arounds if available
- Review all incidents of the day for logical closure
- Initiate problem management on all P1and P2 tickets
- Attend to the Mail Box and ensure all mails are responded
- Take ownership of Incident Management for High Severity Incident during the

- Update the details on the Incident in the tool and manage the over all execution of the Incident