Our innovative and growing company is searching for experienced candidates for the position 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

- Identifies areas within the delivery tower that require focus, ex
- Able to perform Pro-active root cause analysis based on incident trends and non-incident based triggers (ex
- Developing problem management procedures, when required
- Co-ordinate the focus of detailed trending aligned with target areas identified
- Ensures that necessary reports
- Proactive in identification of possible problems before incidents occur
- Ensure all problem management activities are documented in Problem Management Tool and maintain updated records in the Known Error Database
- Drive technical teams to complete root cause analysis (RCA) to include the identification of permanent corrective actions on IT infrastructure, applications and databases using proven problem analysis methods (Kepner Tregoe, Ishikawa/Fishbone, Failure Mode and Effects Analysis [FMEA])
- Call and chair Post Mortem Review meetings following Major Incidents
- Produce trends analysis of recurring Problems/Incidents - extract trends on Incident types, Customer types, key problem areas, depts, hardware types etc

Qualifications for problem manager

- A minimum of three years of experience as 1st / 2nd Level Assurance Operations in an operations/services/technology environment
- Good understanding of New MSTOP processes and definitions, of MSDP tools and of the MS Governance Model
- ITIL Problem Management experience is a plus
- Competency in process development, execution, and administration
- Knowledge of Telecom (Radio, Access, Core, Transport)