



Example of Problem Manager Job Description

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Our company is looking to fill the role of problem manager. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

Responsibilities for problem manager

- Maintain Process and Procedure documents
- Management and co-ordination of technical resource and the provision of awareness communications to the wider organisation for all UK based Severity 0, 1, 2, 3c, 3 Incidents on a 24*7*365 basis
- The post incident reporting of Severity 0,1,2,3c,3 resolution information and establishing appropriate actions to identify root cause and prevent recurrence, including the completion of Post Incident Review documentation
- Co-ordination and leadership of virtual and remote working support teams
- Ensure that an accurate view of downtime is provided to Service Level Management
- Monitoring the overall execution and health of Incident Management and Problem Management activities, including chairing a daily Service meeting and compiling Incident and Problem based reporting
- Support of Risk Management Events through ownership of Technology caused issues, utilising our standard Incident and Problem processes to provide root cause and mitigation/prevention details
- Provides desktop computer, printer, and video-teleconferencing support according to applicable standards and procedures
- Employs exceptional customer service skills, manages/prioritizes multiple simultaneous efforts
- Ability to lift standard PC equipment and peripherals for the purpose of installations and moves

Qualifications for problem manager

- Expertise in of the standard problem-solving frameworks
- Good understanding of New MSTOP processes and definitions, of MSDP tools and of the MS Governance Model is a plus
- At least 5 years experience in Problem Management
- Deep understanding of Service Management best practices such as ITIL, particularly Service Transition, Service Operations and CSI
- Four year college degree in Risk, Computer Science, Information Technology, Business Administration or High School diploma and 4+ years equivalent experience required