Our innovative and growing company is searching for experienced candidates for the position of problem manager. To join our growing team, please review the list of responsibilities and qualifications.

Responsibilities for problem manager

- Provides timely updates of work status via the Service Desk Ticketing System
- Participates in Help Desk Coordinator and Tech on Duty coverage as required
- Functions as the one of the senior leads for technical troubleshooting
- Coordinates IT equipment moves
- Liaisons with VTC Engineer and VTC Operator as needed or directed by Project Manager
- Liaisons with government IT leads as required
- Performs the management of both reactive root-cause analysis and proactive trend analysis within IT
- Manages problems to ensure that these are diagnosed, logged and escalated to appropriate and consistent quality standards
- Ensures accurate and appropriate communications during problems
- Produces trends analysis of recurring Problems/Incidents

Qualifications for problem manager

- Understanding of MSTOP framework & principles
- Leadership qualities – can lead meetings and drive actions
- Minimum 1 year of Change/Incident/Problem Management experience
- Inquisitiveness understood as desire to seek the origin of the problem
- Ability to associate information, analytical thinking
- BS/BA in related discipline (i.e., Business Administration, Computer Information Systems, Management Information Systems) or equivalent