Our company is growing rapidly and 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

- Produces 'Escalation Reports' on recurring issues and issues not being resolved
- Ensures compliance with latest DoD STIGS
- Documents and assists in correcting Electronics Security Violations
- Provides informational updates to the Field Activities in regards to the aforementioned activities
- Establishes, leads and manages ITSM Problem Management processes across all CHI Managed Service Providers and CHI ITS IT operations
- Build a strong relationship with technology and business partners
- Work with the Customers, IT teams and 3rd parties to ensure end-to-end problem management resolution
- Work very closely with the two Incident Managers to support ITIL best practise and to help manage on a day to day basis
- Analyse data and metrics, analyse trends and agree follow up actions with IT, Customer and 2rd party stakeholders
- Helps deliver a Problem Management capability that supports IT infrastructure services which require 24x7 supports

Qualifications for problem manager

- Four year college degree in Risk, Computer Science, Information Technology, Business Administration or equivalent experience required

- Experience in Key ITSM processes such as incident and problem management, service level management
- At least 1 year experience in ITIL
- Working experience of technologies
- Ability to work well within a team to learn and share knowledge