

# Problem Manager Job Description template

## Problem Manager Job Description Template/Brief

As a Problem Manager, you will be responsible for managing the complete lifecycle of Service Desk incidents, problems, and changes. You will also be required to establish and maintain metrics, reports, process improvements, and continual service improvement plans.

## Problem Manager Job Profile

The Problem Manager is responsible for leading and managing the resolution of significant incidents and problems within the IT environment. The role includes managing the problem investigation process, ensuring that problems are correctly identified and resolved in a timely manner, and that correct and adequate workaround solutions and/or permanent fixes are made available to the business.

## Reports To

undefined

## Problem Manager Responsibilities

- Lead and manage the resolution of significant incidents and problems within the IT environment
- Manage the problem investigation process, ensuring that problems are correctly identified and resolved in a timely manner
- Ensure that correct and adequate workaround solutions and/or permanent fixes are made available to the business
- Maintain the Problem Management process and associated tools and templates

## Problem Manager Requirements & Skills

- Bachelor's degree in computer science, engineering or related field
- 5-7 years experience in IT operations, support or management
- Experience leading and managing teams
- Experience with incident and problem management processes and tools
- Strong analytical and problem-solving skills
- Excellent communications and interpersonal skills