

## **PM – Problem Manager**

### **Work Location**

- The work environment located in Pardis IRAN.

### **Grade**

- Functional Specialist

### **Reporting Structure:**

- Directly responsible for Problem Management.
- Reporting to the Directory of Service Support.

### **Description:**

- The Problem Manager is responsible for the administration and delivery of the Problem Management process. The goal of this role is to identify causes of service disruptions and facilitate corrective work to prevent recurrences and to decrease associated costs. The Problem Manager will work with various IT support groups to identify root causes of problems and develop strategies for proactive incident resolution and prevent issues from escalating or recurring and driving down incident duration. The Problem Manager will manage in-depth investigations into IT-related problems in order to minimise or prevent future breaks in service and provide recommendations to the Service Desk Manager for service improvement.

### **Responsibilities:**

- Problem analysis, identification, and remediation from incident tickets, monitoring, and other means. Proactive in identification of possible problems.
- Responsible for the successful operations of the Problem Management teams and ensure agreed levels of performance are achieved.
- Drive and own analysis of problem, ensure root cause and corrective action is determined to reduce number of incidences; thus increasing availability
- Develop, co-ordinate and promote problem management activities across the whole of IT and take responsibility for the effective functioning of the Problem Management processes across all support areas.
- Lead cross functional teams to analyse all sources of issues and outages, investigate, diagnosis root cause, and accountable for completion of corrective actions.
- Classify, define, and scope issues into projects that will drive down the total number of recurring problems and common issues.
- Through risk and impact analysis determine the appropriate actions to resolve problems including Known Errors documentation, automated responses, and problem remediation
- Assessing impact of major incidents on the customers business and ensuring appropriate focus is being given to permanently resolving the incident.
- Ensure that any service breach is suitably recorded and described before it is closed (FIR).
- Review and recommend, as appropriate, changes to support processes to ensure continuous improvement of the problem management process.
- Work closely with process teams to develop and maintain up to date Problem Management procedures

- Provide guidance on Problem Management to all support staff and assist in their training and knowledge development.
- Review and improve the accuracy and content of the SunView ChangeGear Service Management System knowledge base with special focus on Known Errors and documented work arounds.
- Ensure regular reporting on key service performance and quality metrics (in relation to problem management).
- Work to ITIL specifications to further develop problem management practices and measures.
- Undertakes regular proactive problem management to minimise future incidents.

### **Qualifications, Experience & Skills:**

- B.S. Degree in Computer Science or related field.
- Extensive problem management experience with a proven ability in managing the development and successful implementation of ITIL Problem Management processes within large and complex IT environments.
- Practitioner in ITIL Problem Management or ITIL Practitioner Support & Restore
- 5+ years of problem management experience preferably in a Service Desk/Help Desk environment.
- A thorough understanding of ITIL and experience with implementing ITIL methodologies into an organization. ITIL Foundation Qualifications mandatory.
- 5+ years of relevant experience across multiple service & technical disciplines, both in design and implementation of the technology, policies & standards.
- Excellent communication skills (Oral and written).
- Highly organised, with the ability to plan ahead for short- to medium-term objectives.
- Excellent motivation and people skills and proven ability to develop and lead others.
- Conflict resolution and customer service experience.
- Deadline-driven; detail oriented; focus on continuous improvement.
- Team player, work well across functions and levels.
- An understanding of Service Level Agreements and their application
- High integrity and business ethics
- Fluency in English. Farsi Preferable.
- Ability to participate in and facilitate group meetings
- Good understanding of telecoms/ISP business and local market dynamics.