ROLE PROFILE

Job Title: ICT Problem Manager	Role Reports to: Service Delivery Manager	Business Function: Information, Comms & Tech	Grade: D

Job Purpose:	Key Competencies:
Provide the business with confidence in the IT service provided in conjunction with a high-quality customer service focus. Work closely with the Service Desk, Technical and Applications teams to develop and embed proactive and reactive systems of root cause analysis and resolution. Create technical stability and significantly reduce the volume of recurring incidents affecting our infrastructure and business systems. Increase service availability through proactive analysis techniques – playing a key role in collaborative working across all teams to embed a proactive ethos.	- Flexibility & Resilience - Meeting Customer Needs - Interpersonal Understanding - Results Focus - Leadership - Impact and Influence - Future Focus - Problem Solving and Decision Making - Building Relationships - Personal Learning and Growth

YHG Values: **Passion**   **Pride**   **Creativity**   **Accountability**

Key Responsibilities:

1. Embed Problem Management-related ITIL principles within the team ensuring that ticket management tools are used consistently and intelligently to learn, diagnose root cause and resolve issues for customers, wherever possible at first contact.
2. Build relationships with staff across the ICT team to ensure that approaches are understood and aligned and technical staff are working together to deliver the best service possible to our customers.
3. Liaise with third parties and drive suppliers to improve and or resolve operational impacting issues and service standards.
4. Challenge and negotiate appropriate recompense for service impacting issues.
5. Act as a customer advocate within the wider ICT function and provide effective and robust representation of our customers' interests when problem resolution decisions need to be made.
6. Introduce and maintain an effective Major Incident Management process to coordinate the identification and management of Major Incidents when they occur with the Service Desk and others as appropriate. To maintain focus always on root cause analysis and resolution.
7. Embed a culture of continuous learning using Root Cause Analysis Reviews, Trend Analysis and other tools to inform planning and decision making.
8. Support the ICT Business Partners in developing and maintaining a Continuous Service Improvements Plan for both ICT and the business
9. Introduce and embed monitoring and analysis systems to ensure that we can quantitatively and qualitatively evaluate the impact the problem management approach is having on the reduction of recurring Incidents. To communicate these trends verbally and in writing to the Head of ICT Service Delivery and wider audiences as required.
10. Improve overall availability of services by proactively identifying Problems. Proactive Problem Management aims to identify and solve Problems and/or provide suitable Workarounds before (further) Incidents recur.
11. Creation of ITIL Problem Management Reporting to ensure that the other Service Management processes as well as IT Management are informed of outstanding Problems, their processing-status and existing Workarounds
12. Process evangelist and overall process owner.
13. Undertake additional duties appropriate to the role and/or grade.

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	Essential	Desirable
Knowledge	• Solid understanding of the ITIL problem management process and procedures. • Good working knowledge of related and linked processes (Change & Incident).	• Good technical understanding across the full Microsoft stack, including Office and Dynamics CRM; as well as an awareness of Biztalk, its use and capabilities. • Exposure to Kepner Tregoe, Ishikawa and other Problem Management methodologies
Skills	• Ability to demonstrate a sound technical knowledge and confidence to apply that knowledge in a varied and complex technical environment. • Ability to think creatively and lead problem design in an ambitious and demanding work environment • Demonstrable customer management and service skills. • Excellent organisational skills, ensuring decisions and actions are documented and communicated for future reference. • Good decision-making skills with an operational outlook • Ability to analyse and manage data, and prepare and present high-quality complex reports as required;	• Supplier Management – Managing RFO's – 3rd Party Problem Management proces
Experience	• Experience of root cause problem management within a busy first and second line service desk environment.	• Experience of cloud-based technologies/Azure/AWS & Virtualisation technologies • Availability Management – Metric and Reporting experience • Service Now experience • Experience of running Major Incidents and MPR's (Major Problem Reviews)

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	Essential	Desirable
Qualifications/Education	• ITIL v3.0+ Foundation qualification in Service Management	• ITIL Intermediate / Expert (Capability or Lifecycle in Service Recovery, Problem & Incident related subject)
People Management Responsibility?	This role has no line management responsibility.	
Budgetary Responsibility?	This post has no budgetary responsibility.	
Key Relationships (internal/external)		

Safeguarding of Children Young people and Vulnerable Adults

Your Housing Group is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff to share this commitment.

As a Your Housing Group employee, it is your responsibility to attend safeguarding training in accordance with YHG safeguarding training strategy and to be aware of and work in accordance with the YHG safeguarding policies and procedures and to raise any concerns relating to such procedures which may be noted during the course of duty.

Date Role Profile Created/Updated:	**February 2019**

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