

Incident Problem Manager Jobs In Dubai UAE 2023 | Michael Page

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Description:

Problem Manager closely with operations teams and engineers and managing the involvement of application development and other departments in the change and problem management process: /

Job Responsibilities

Introducing and implementing key ITIL disciplines and practical project management techniques to ensure effective end-to-end problem management.

Conducting quality assurance on completed incident, outage, problem investigations, and change management records.

Facilitating Root Cause Analysis (RCA), Post Mortem, and Problem Management meetings.

Defining reporting requirements for effective management of the incident, outage, and problem management processes.

Analysing incident, outage, and problem processes, identifying trends, and recommending improvements.

Making recommendations for resolution and improvements to mitigate risk and prevent the recurrence of issues across systems.

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