Role Title	Problem & Change Analyst
Reports to	Mark Cutler
Directly Supervises	N/A
Total team size	5

Role Purpose

Delivery of an effective problem and change management service involving applying the correct levels of governance to any submitted Change requests. Identification of problems impeding operational performance and following through to remediation or risk mitigation. Through the application of data analysis and prioritisation, investigation and resolution or risk-mitigation the Problem and Change Analyst will work within the Problem and Change team to provide the best possible service to meet the needs of the business units and deliver a high level of customer service.

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Key Accountabilities:

- Review change(s) against the infrastructure in use to ensure they meet required quality standards
- Conduct an overall risk assessment and risk mitigation actions for changes being proposed or where a potential solution has not been identified to minimise business impact
- Where required prepare change proposal for presentation and agreement at the Change Advisory Board (CAB)
- Follow-up on actions agreed by CAB in collaboration with business unit user and BTS colleagues to achieve the required resolution or agreed level of mitigation
- Track changes introduced against problem records and user feedback to assess success and/or to plan follow-up investigation
- Preparation of data and reports relevant to all upcoming changes
- Rigorously analyse Incident data from our customers to identify trends, spikes, frequency or severity of incident arising to identify recurring or significant problems, including analysis of any availability and capacity reports
- Prioritise problems from data analysis based on business impact, raise a problem record and agree an investigation strategy with the business units and BTS colleagues
- Ensure all problems are managed and resolved in a timely manner
- All problems are logged and managed in the ITSM tool
- Engagement with customers and internal stakeholders to provide regular updates/summaries of problem records and next steps/actions
- Investigate problems via engagement with business unit users, BTS staff and where required with relevant third-party providers to fully understand the problem and possible root causes
- Propose remedial actions and develop a plan in collaboration with BTS colleagues and conduct testing in agreement with the business unit users
- Manage queries in relation to either raised change requests or problem records
- There will be a need to host meetings for our North American Businesses, which will require working later days when required.

Essential Skills, Knowledge & Experience:

- College diploma or university degree in the field of computer science and/or 3 years equivalent work experience
- ITIL service management knowledge
- Qualified to ITIL Foundation stage
- Can demonstrate experience of delivery of excellent customer service/stakeholder management.
- Confident to challenge the status quo and propose better alternatives
- Excellent data analysis skills
- Knowledge of IT Infrastructure components
- Strong stakeholder management skills

Desirable Skills, Knowledge & Experience:

- Previous experience of working within a Change Management Role
- Experience working in a customer facing technical role
- Proven experience working with and managing 3rd party suppliers
- Microsoft Power BI
- Understanding of M365 and Azure Products.
- ITIL 4 Foundation qualification
- Knowledge of IT Infrastructure components
- Strong Excel skills

Other requirements of the role:

- Excellent communication skills (in English), both written and verbal, able to communicate effectively with colleagues, customers and external parties
- Collaborates with colleagues and end-users
- Can demonstrate behaviours which have been collaborative, courageous, trustworthy and progressive
- Keen attention to detail
- Has a passion for service excellence
- A self-starter who can work independently as well as part of a team, able to organise their workload and deal with changes and conflicts in priorities
- Risk-conscious, understands disruption and the impact on business