



## **Problem Manager**

We are looking for a talented Problem Manager to join our expanding Head Office Team at MBNL, a joint venture company of EE and Three Mobile and one the world's leading Mobile Telecoms Service Providers. You'll be part of a vibrant, agile team at the forefront of Mobile Telecoms and IT Technology.

New state-of-the-art offices and flexible working with collaborative digital systems are just a few of the perks we offer to our employees, on top of a competitive salary and exciting work.

### **Your background:**

A proven background in Problem Management and experience within IT or Telecoms with ITIL v3 accreditation are the key requirements for this role.

You will be confident and organised with experience driving third parties from a governance perspective, and continuously looking for opportunities to improve service to your customers through identifying potential CSI initiatives.

### **The Role:**

The Problem Manager is responsible for:

- Being escalation point for suppliers in order to investigate, assess and resolve problems with the network.
- Coordinate investment sign off if required to resolve problems.
- Liaising with Shareholder problem management teams to support network KPIs.
- Governance of supplier lead Problem Management.

This role will require a candidate willing to undertake SC Clearance (5 years residency in UK, finance, criminal and security checks)

This is a great opportunity for someone who is looking to develop a career within Problem Management, and relishes the challenge of working in a fast-paced, often pressurized Telecoms environment. If this sounds like you, we would be very keen to hear from you.

To apply please visit our website for more information and the full JD. Send your CV and covering letter to [recruitment@MBNL.co.uk](mailto:recruitment@MBNL.co.uk)