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# Example of Analyst Configuration Job Description

Our growing company is searching for experienced candidates for the position of analyst configuration. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for analyst configuration

* Manage a team of Configuration Analysts or Junior Configuration Managers delivering the Configuration
* Management process to one major account or Manage a team of Configuration Analysts or Junior Configuration Managers delivering the Configuration Management process to a number of accounts
* Help identify and add new CI Types
* Use and administer the CI Discovery tools/solutions that will feed into ServiceNow
* Leads and delivers key project-based initiatives maintaining ongoing operations
* Partner with IT LOBs to ensure ITIL/ITSM processes are understood, adhered to, and improved
* Establishes and supports controls and procedures to review, assess, prioritize, & track compliance to requirements incorporated into tool and process designs
* Collects and provides key management reporting of KPIs & metrics to subsequently measure, review & analyze the effectiveness & efficiency of ITIL/ITSM processes
* Maintains up to date knowledge of industry best practice standards
* Work with customers and/or internal staff to validate and approve requirements for customer-ready system

## Qualifications for analyst configuration

* Works closely to CI Type Managers to align his scope data to corresponding CI Type, regulations and standards
* In case of major or recurring issues on SACM Data Quality, escalates to the Account or any other interested party
* BS/BA degree or equivalent preferred, equivalent experience or certifications will be considered
* Computer Science, Engineering or related discipline
* Proficient in ITIL service management processes, with practical knowledge and experience in the Service Transition lifecycle processes
* Training or certification in Service Now