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# Example of Analyst, Systems Support Job Description

Our company is looking to fill the role of analyst, systems support. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for analyst, systems support

* Manages joint production, testing and deployment projects and co-ordinates implementations
* Performs performance tuning (working with SAs/DBAs/Infrastructure) to improve performance over multiple functions
* Provides on-call expertise of applications, database, specifically in business critical situations
* Develops detailed plans and accurate estimates for completion of Technical Analysis, Design, Development, Testing and Acceptance phases of projects
* Develops unit test plans and executes testing including leading the systems and acceptance testing by facilitating participation of appropriate staff in project completion
* Install, configure and administer enterprise applications and middleware
* Configure and manage WLS and its components
* Tune WLS server subsystems for performance
* Install and patch Fusion Middleware software as needed
* Use monitoring tools to observe, troubleshoot and tune application environment

## Qualifications for analyst, systems support

* Strong analytical and troubleshooting skills with a proven track record in troubleshooting issues on telecom products and protocols
* Ability to manage escalated technical situations, customer management activities
* Good knowledge and working experience on the GSM, EPC/IMS network domain
* Good knowledge and working experience on various EPC/IMS network interface like Gx, Gy, Rx, S6, S13
* Good Knowledge and experience on the Diameter, SS7, Sigtran, SIP
* Sound knowledge of telecom network call flows