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# Example of Analyst, Systems Support Job Description

Our company is growing rapidly and is looking for an analyst, systems support. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for analyst, systems support

* Ensure the service delivery efficiency by pushing standardized processes and tools
* Communicate new growth opportunities to management
* Overall customer support and satisfaction
* Internal Customer Subject Matter Expert
* Technical Service Subject Matter Expert
* Provides proactive, seamless customer support in partnership with other internal departments in response to client service requests
* Pulls open cases from Tier-1 shared queue, according to pre-defined guidelines, and becomes owner until resolution or until escalated to Tier-2
* Maintains close contact and open communication with customers (documenting all work and customer communication in Salesforce)
* Works closely with Tier-2 staff to deliver exceptional service
* Escalates complex issues to Tier-2 as necessary

## Qualifications for analyst, systems support

* Excellent knowledge of SIP / IMS call flows (3WC, Voice Call, Media Server, Video Call, etc)
* Strong experience in tracing (Wireshark) and testing tools (MGTS, Spirent, Seagull, SIPP)
* Proven hands-on experience on Tekelec EAGLE STP and relevant products / applications , G-PORT, G-flex, MNP, EPAP, E5MS
* Hands-on experience and demonstrated knowledge on SS7 network architecture, concepts, protocols (SS7, TCAP, CAP, MAP, etc), interoperability and troubleshooting
* Strong knowledge on SIGTRAN stack (SCTP,M2PA,M3UA)
* Knowledge and experience on MNP (ATI,INP, AINPQ, IDPR, IAR) Networks and Routing