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# Example of Analyst, Technical Support Job Description

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

## Responsibilities for analyst, technical support

* Troubleshooting is a critical area of responsibility for the Customer Support team
* Keep up-to-date with new functionality in our products, keep abreast of new technologies
* Create documentation such as FAQ’s, Best Practice guidelines, Internal Tips & Tricks and Knowledge Base documents
* Occasional participation in customer projects and services engagements in order to stay close to customer/market requirements
* Technical knowledge share and collaboration both globally and locally
* Keep manager and team members apprised of important matters in timely fashion
* Organizes work and is able to differentiate between decisions that can be made independently and those that should be referred to management
* Provide training for and mentor others on the team
* Assist in Software upgrades and installations
* Code, unit test and debug services and applications

## Qualifications for analyst, technical support

* At least 1 year experience in Databases , DB2, MS SQL, Oracle
* Experience with JavaScript, or XML programming and an understanding of Application Server Technology (especially WebSphere, WebLogic or Apache Tomcat)
* College degree and/or 2+ years equivalent work experience strongly preferred
* Experience with AICC and SCORM a plus
* Basic SQL and relational database knowledge
* Associate or Bachelor's degree in IT related field