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# Example of Analyst, Technical Support Job Description

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

## Responsibilities for analyst, technical support

* Troubleshoot, diagnose, and resolve complex issues across a wide array of internet connected devices such as mobile phones, wireless devices, Bluetooth speakers, thermostats, fitness trackers, televisions, home automation devices, personal computers
* Act as a Subject Matter Expert in technical areas
* Research technical problems utilizing a variety of resources (vendor, web, manuals) to find solutions
* Provide hands-on technical assistance for digital imaging systems, related software, and devices
* Deploy and support specialized research computing devices
* Develop and distribute training sheets for specific user functions
* Assist with audio/visual requests including phone and video conferencing
* Team lead for 2 IT Technicians
* Configuration of Devices / Applications / Servers on Monitoring Tools such as Solar winds, IT360, AppDynnamics, Logstash and Kibana
* Experience of monitoring servers, application and components from different cloud providers like AWS, Azure

## Qualifications for analyst, technical support

* Drive and devotion to improving service performance
* Good self-learning ability and ability to prioritize planned and unplanned tasks
* A good team player who can also work independently
* Well organized with strong analytic skills
* At least 3+ years relevant experience in Telecom domain
* Client facing skill set