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# Example of Customer Support Analyst Job Description

Our company is growing rapidly and is searching for experienced candidates for the position of customer support analyst. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for customer support analyst

* Investigates and resolves claims including confirmation that the customer's statement and actions are accurate and appropriate in accordance with the Distribution Performance Agreements and Trade Terms
* Where investigation including analysis of SAP data confirms credit is appropriate, issues credit
* Reviews and take appropriate steps to resolve all system blocks, DEA review of orders with controlled substances, review of short-dated requests
* Assures that the company maintains compliance with DQSA requirements at all times, including during a service lapse at the third party service provider
* Reviews DQSA errors on a daily basis, including troubleshooting and resolution where possible (customer numbers, item numbers, ), and escalation as necessary for those issues out of scope of TCS
* Identify opportunities to improve customer experience and improve efficiencies at the Customer Support Team, such as reducing transfers between departments, building tools to facilitate work process
* Performs troubleshooting and diagnosis of general desktop computing software incidents
* Review case priority
* As primary contact for end user support, support internal and external customer tools including but not limited to customer and parent facing apps, dashboards
* Prospecting / Research experience

## Qualifications for customer support analyst

* 2 or more years of experience with desktop computing hardware configurations and operation of peripherals (printers, disk drives, network connections, tape backup drives)
* Remote problem determination skills in problem isolation, problem qualification and problem resolution
* 1 year of related customer service experience or relevant internship, with demonstrated achievements and progressive responsibilities
* Ability to work evenings, weekends and on call
* Must be able to troubleshoot, diagnose and document issues
* Willingness to work non-standard business hours as required