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# Example of Desk Analyst Job Description

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

## Responsibilities for desk analyst

* Where necessary, manage calls through to resolution ensuring the customer and call system are updated and escalation procedures are complied with
* Provide business, pricing, and analytical support to Sales, assessing and making recommendations on commercial opportunities
* Evaluate pricing requests within a holistic company framework, proposing custom pricing structures, and developing scenario and sensitivity analysis in structuring deals as needed
* Evaluate exception requests based on policy and delegated guidelines
* Prepare weekly and monthly deals desk reports, ensuring reporting data integrity and on-time delivery
* Support with other assignments and ad hoc analysis as assigned
* Ensuring incoming incidents are logged accurately and that sufficient information is recorded in the relevant incident logging software
* Assist in ensuring SLAs and Key Performance Indicators (KPIs) are met
* Compliance those of the supported businesses
* Provide the highest levels of customer support and satisfaction in-line with the companies policy and procedures

## Qualifications for desk analyst

* Ability to work effectively as a member of a team their own and uses own initiative
* Experience supporting clinical users, or in a clinical/hospital/nurse environment a strong plus
* Experience supporting full-time telecommuters, including Wi-Fi, aircards, and various
* Home/business networking configurations a plus
* Self-Directed/Self Motivated individual
* ServiceNow Ticketing Tool knowledge preferred