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# Example of IT Operations, Analyst Job Description

Our company is looking for an IT operations, 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 IT operations, analyst

* Work with other infrastructure teams to ensure services are operational for our clients
* Some overtime (outside regular scheduled shifts) may be required
* Identify policy deviations, recommend corrections, and report results to management
* Participate in planning and support for a complex operating environment that incorporates a diverse set of hardware and software platforms
* Apply expertise in the configuration and use of system monitoring tools
* Serve as an escalation point for operational issues, assisting with root cause analysis and problem resolution while performing routine software maintenance
* Leverage strong communication and project management skills to facilitate interactions within the organization
* Initiate communication to clarify business requirements, business issues, project statuses, as necessary
* Develops, QAs, and updates SOPs by collaborating with Operations Staff
* Assembles, analyzes, and reports weekly and monthly performance based metric

## Qualifications for IT operations, analyst

* Sound understanding of File Transmission protocol’s such as Secured File Transfer, FTP, TCP/IP and Connect Direct
* Self-motivated with high energy and ability to work independently within a team
* Highly organized and able to prioritize
* Excellent communications skills(verbal, written, and listening) are essential in order to interact effectively with support groups, clients, and vendors
* Promote and support an environment that encourages productivity, innovation, and teamwork, with a high level of professionalism
* Ability to train and mentor other team members