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# Example of IT Operations, Analyst Job Description

Our company is hiring for an IT operations, analyst. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for IT operations, analyst

* Develops, updates, and maintains the EML SharePoint site
* Maintenance and Support of the Key Functions
* Develop and/or maintain strong partnerships with cross functional teams from various business units and IT to promote successful project completion
* Support data accuracy and integrity through of Data Governance decisions/rulings
* Additional Other Duties as Assigned by Local Management
* Extensive knowledge in Creating Visualization Dashboards
* Evening, overnight
* Every ‘human intervention’ is to be treated as a bug, therefore once the escalation is resolved either update an existing bug record or create a new one, and make recommendations as to how to resolve the need for human intervention in future and then, if approved, drive that change through via technical skills and/or via collaboration with technical colleagues
* Supporting end users on issues relating to hardware and software (Windows environments) both remotely and in person
* Support upper level management on IT-related issues and mobile device upgrades

## Qualifications for IT operations, analyst

* Minimum 8 years configuring and supporting Network Monitoring Tools
* Minimum 8 years working directly with enterprise networks from both technical and monitoring perspectives, primarily in a Cisco based network
* Minimum 7 years working with network and network monitoring on large scale enterprise networks from a deployment and/or operational perspective
* Educational background in Computer Sciences
* Highly desired IT support background
* Preferred experience in a service desk role