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# Example of IT Operations, Analyst Job Description

Our company is growing rapidly and 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

* Troubleshooting A/V equipment for end users both in person and via cloud-based software (they use SentinelOne)
* Utilize ITIL methodologies to complete tasks on a daily basis
* Create and test packages to be deployed via SCCM
* Lead planning / design and configuration of InTune to manage Mobile devices for iOS, Samsung Android
* Management of all backend data to support project and program reporting
* Maintain project portfolios, timesheets, employee records, financial/resource forecasts, status updates, etc
* Define and meet SLA’s for tickets / requests, based on categories of requests
* IT Business Operations Queue management –
* Prioritize and execute on tickets / requests
* Maintain communication site for IT Business Operations – highlight recent findings, define and publish process improvement activities, publish standard reports for IT Management team

## Qualifications for IT operations, analyst

* Recognized verbal and written communication skills
* Must be fluently billingual in French and English
* Strong people person
* 5-7 years of experience in support, design, and implementation of trade floor voice solutions
* Experience with management and support of IPC turrets, and with integration of these into a VOIP environment
* Understands the challenges in implementing a global on-net dialing plan in a CUCM environment and IPC systems