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# Example of IT Operations, Analyst Job Description

Our growing company is looking to fill the role of IT operations, analyst. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don’t fill all of the qualifications, you may still be considered depending on your level of experience.

## Responsibilities for IT operations, analyst

* Publish wins, updates, recognition information on the IT Business Systems communication vehicles
* Execute on Purchasing requests (enter Purchase Requisitions, work with users to gather proper information, track through the approval cycle)
* Identify common areas / opportunities for negotiation, liaise with Purchasing team
* Prepare and publish Oracle purchasing reports, providing IT Management necessary visibility to purchasing processes, approvals, roadblocks
* Execute on Contract requests (create new agreement records, work with users to gather proper information, track through the renewal, negotiation, and PR approval process)
* Prepare and publish Agreement / contract reports
* Work with IT PM’s to maintain complete listing of IT Project codes for time tracking capabilities
* Time tracking – prepare and publish time tracking analytics for IT management
* Perform analysis and identify areas of improvement
* Participate in metrics identification and create new dashboards to provide visibility to time tracking actuals data

## Qualifications for IT operations, analyst

* Knowledge of service desk management tools will be beneficial
* Has carrier/circuit experience
* Solid understanding of network protocols, QoS, and other VOIP related network components
* Experience working with carriers, hardware vendors, and contractors to troubleshoot voice/PSTN issues as they arise and may affect call quality or reliability
* Bachelor’s degree in Network, Network Communications, Telecommunications or similar technical discipline
* Ability to work flexible schedules in a 7/24 environment