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# Example of IT Service Management Analyst Job Description

Our company is hiring for an IT service management 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 service management analyst

* Working with a range of stakeholders across the business, define the requirements, processes, procedures and reporting for new modules, components and applications to compliment the existing toolset
* Lead workshops to ensure full alignment of requirements and solution across technical and business teams
* Ensure that all such requirements are fully aligned to industry best practice and put CC in a leading competitive position
* Project manage the delivery of both enhancement releases and new systems
* Produce clear project definition, requirements specifications and test plan documentation for projects undertaken
* Produce project plans, highlight reports, exceptions reports and risk & issue logs
* Provide support to internal customers/partners in the various ITSM functions managed in the group as outlined above
* Chairing the weekly Infrastructure Change Advisory Board (CAB) and measure process compliance
* Define and conduct ongoing research and analysis either in a specific or multiple areas of expertise

## Qualifications for IT service management analyst

* Monitor that the access roles are implemented according the designed model and defined IT General Controls
* Monitor and evaluate the defined Key Performance Indicators, Compliance Metrics and Critical Information
* Visualize relevant Key Performance Indicators on internal IT Dashboard
* Work out, discuss and analyse the requirements in close cooperation with IT or business experts
* Knowledge of basic Identity & Access Management or information security policies and processes
* Good knowledge of Microsoft Office, reading or creating of SQL queries to select data