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# Example of IT Support Analyst Job Description

Our growing company is looking to fill the role of IT support 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 support analyst

* Performs project assignments as determined by department leadership to plan and develop total system configuration and application solutions
* Provide day-to-day support for employees on issues as necessary
* Deliver the same service (on site) to the Eurosport office in Amsterdam on a bi-weekly basis
* Manage the lending of IT equipment
* Supporting users in a Windows 7 environment
* Providing support to Microsoft Office 2010
* Troubleshooting PC Hardware and peripherals
* Performing document management
* AV equipment installation and setup
* Resolve all IT issues

## Qualifications for IT support analyst

* Knowledge of Microsoft Networking
* Must have knowledge of WMS system
* Associate of Arts or Bachelor’s degree in technology support or related field
* 4-5 years of experience in a related technology support position
* Must be knowledgeable with mobile device technology and synchronization with Exchange
* Must possess excellent customer service and communication skills to effectively work with both staff and users