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# Example of IT Support Analyst Job Description

Our growing company is looking for an IT support 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 support analyst

* Adjust Windows IE security and Windows registry settings to function with support software
* Performing remote Windows Server administration functions and network connectivity checks, including verify server availability
* Hardware and software installations and upgrades and new restaurant support
* Excellent customer management capability
* The ability to take ownership of a problem and ensure its resolution
* Ability to troubleshoot and remain calm under pressure
* Experience of being a collabrative team worker and willing to share knowledge
* A genuine interest in information technology issues and trends
* A passion to pursue independent study
* Ordering and distributing office supplies

## Qualifications for IT support analyst

* 3+ years experience in an Enterprise-level support environment
* Willingness to travel to the satellite offices in the rest of Europe if required
* Experience in the use and troubleshooting of Microsoft Lync and it’s audio conference features
* Ability to build, configure, deploy and trouble shoot the desktop/laptop/printing/ environment (Windows and Mac)
* Experience of infrastructure hardware support - including NetApp, Juniper, HP Servers and Cisco are desirable
* Experience with AV (Cisco,Tandberg, Crestron), Voice over IP and IPTV technologies are desirable