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# Example of IT Support Analyst Job Description

Our company is growing rapidly and is looking to fill the role of IT support analyst. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for IT support analyst

* Diagnose the nature of an incident
* Identify trends and recurring types of incidents
* Create knowledgebase articles and other documentation to improve self-service improve team’s effectiveness
* Provide technical support to store and corporate office personnel
* Determine users’ needs and communicate effectively with team members to resolve issues in an efficient manner
* Report on IT service performance and incidents, including keeping users and stakeholders up to date on status of incidents
* Assist with planned local IT deployment activity such as new network and desktop deployments
* Assist with upgrades and changes to applications and infrastructure
* Install and configure computer hardware operating systems and applications
* Talk staff/clients through a series of actions, either face to face or over the telephone to help set up systems or resolve issues

## Qualifications for IT support analyst

* Maintain procedure documents, forms, setups, tables, as required
* Sound to advanced knowledge of technical environment and applications supported (e.g., MS SQL Server, SAP/BO, MS Office, Excel, Access, Visio)
* Identify and recommend opportunities to enhance productivity, effectiveness and operational efficiency of the team and business unit
* Sound knowledge of Bank and technology standards (e.g., infrastructure, architecture, processes, applications)
* Sound knowledge of Risk Data Integration and Reporting
* Expert knowledge of business and data analysis principle