Downloaded from <https://www.velvetjobs.com/job-descriptions/it-support-analyst>

# Example of IT Support Analyst Job Description

Our company is growing rapidly and is hiring for an 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

* Provide support for A/V presentations, video conferencing and telecommunications as needed
* Interface with third party vendors to coordinate support & repair related activities
* Stay current with changes in environment, technology, system information and updates
* To maintain the Helpdesk system, recording appropriate information for fault incident and fault resolution new requests
* Carry out administrative duties
* Troubleshoot and answer questions related to the functionality and use of a variety of computer systems used in Radiology
* Perform QA functions on a variety of computer systems used in Radiology, including reconciling patient data and deletion of incorrect data
* Assist with the training of the Radiologists and Residents on using the Radiology PACS, dictation system, and other computer systems
* Perform first level of troubleshooting for Radiology computer system issues
* Assist end users across the hospital with image viewing

## Qualifications for IT support analyst

* Acts as a key resource for the support team and the business, assuming lead Business Systems Analyst role within TS Target Operating Model
* Supports Relationship and/or IT Managers by providing expert analysis and assessment of production issues
* 3+ years relevant experience in a support organization
* Assist with the provision or removal of IT services
* Mobile device procurement, activation, liability transfers and other mobile device management functions
* Support of company mobile vendor accounts and mobile inventory management