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# Example of Junior Support Analyst Job Description

Our innovative and growing company is looking to fill the role of junior 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 junior support analyst

* Troubleshoot client issues in Reporting Tools tied to JDE (DAS, Business Objects, Excel)
* Troubleshoot integration issues tied to JDE (FTP, BIP and Web Services)
* Track work activities and document solutions in our Global Ticketing System (iSupport)
* Update and maintain Help Documentation for JDE in Oracle UPK
* Conduct the initial investigation into issues raised through a variety of means including liaising with development teams, project managers and helpdesk
* Co-ordination and assignment of support tickets to team members
* Researching technical documentation and past incident histories
* Monitor SLAs, Change Request progress through to resolution by following up escalated issues, documenting progress and ensuring issues get resolved within our contracted timescales
* Proactively liaise with the customer to keep them informed of progress
* Be an active member of the support team, reporting regularly on status of issues Ensure any issues are logged and that escalation procedures are followed, as documented

## Qualifications for junior support analyst

* Experience working with a ticketing system/service desk
* Essential - willingness to learn
* Working on New Starters and Leavers, requesting account creation building and rolling out hardware and updating software packages
* Excellent verbal/written communication, organizational skills, ability to prioritize a constantly changing work load
* Knowledge of EXTOL and JDA / Manugistics
* Working knowledge of Service Now or other ticket tracking software