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# Example of Junior Support Analyst Job Description

Our company is hiring for a junior 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 junior support analyst

* Receive, review and assign Requests for Change as per Change Management Procedure
* To promote consistent and good working practices, making suggestions for improvement wherever possible
* Contribute to Technology projects as required
* Ensuring the liaison between Front-Office and other support departments (RISQ, FIND .) to smooth the processing and resolution of daily issues
* Troubleshoot and resolve user issues where possible
* Work with end users to understand requests and set expectations
* Oversee and manage the user request queue process
* Monitor case age to ensure timely resolution and follow-ups
* Follow escalation plan and assign requests to appropriate subject matter experts
* Assist senior analysts with EMEA regulatory reporting (MiFID, EMIR)

## Qualifications for junior support analyst

* Self-motivated individual with excellent organization skills and the ability to manage multiple tasks and priorities and easily adapt to changing environment
* Identify opportunities for proactive support, best practices and training
* Participate in software and system upgrades with infrastructure and development teams
* Update support documentation as necessary adhering to Sarbanes Oxley process and procedure requirements
* Ability to craft concise communications of a technical nature to a business community
* Expertise in BI content design and navigation