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# Example of Management Support Analyst Job Description

Our company is looking for a management 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 management support analyst

* Accountable for the documentation of controls, reports and processes implementation and follow-up
* Provides day-to-day production support to end users, including analyzing and troubleshooting code
* Maintains health and safety of production systems and applications
* Identifies risks and proposes actions to mitigate
* Adheres to application Service Level Agreements (SLAs)
* Configures application environments, including ordering hardware, application setup and code releases
* Responsible for change management activities, including deployment of code to all environments
* Adheres to source code management policies and procedures
* Effectively communicates and builds rapport with team members, management, stakeholders, etc using a variety of techniques and collaboration
* Provides coaching, expertise, and feedback to build the capabilities of more junior staff

## Qualifications for management support analyst

* Candidate must be driven and results oriented
* Ability to maintain and manage assigned pipeline
* Minimum of 1 year of mortgage, tax, or origination related experience
* Understanding and working knowledge of business IT applications
* Undergraduate degree and 2-4 years relevant experience or equivalent combination of education and work experience (6-8 years of relevant experience) supporting UNIX based applications
* Strong knowledge of Unix, databases (SQL, Sybase, or Oracle) and Unix shell scripting