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# Example of Management Support Analyst Job Description

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

## Responsibilities for management support analyst

* Support for post-trade and position management and other proprietary systems
* Responsible for administrative workstation changes within workstations like UCRS including, but not limited to domain tables, user roles, and calling queues maintenance
* Ability to work independently within a team composed of colleagues based locally and internationally
* Provide analysis to identify opportunities to refine residential collections placement strategy
* Participate in the monthly scorecard presentation for contingency collections and legal collections performance at portfolio and vendor levels
* Participate in vendor site visits to monitor and ensure that vendor performance, compliance and contractual commitments are fully met
* Mange daily activities for collection agency inquiry, account settlement and payment verification, account recall requests, dispute resolution and coordination
* Support collections inventory management middleware system operations
* Provide backup support for monthly review and certification for CMT controls related to Inactive Collections
* Maintain effective vendor commission audit and payment process

## Qualifications for management support analyst

* 1+ years management or oversight experience helpful
* Maintain working relationships with the business and other IT teams (Local and Corporate)
* Maintain a working relationship with HR to ensure that Changes in employment information are communicated to reflect access changes
* Web Access Management, Federated Authentication / SAML, User Lifecycle
* Act as the first point of contact for support requests
* Strong technical aptitude and ability to research and solve application support issues independently