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# Example of Operations Support Analyst Job Description

Our innovative and growing company is hiring for an operations 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 operations support analyst

* Anticipate and respond to inquiries and opportunities through regular interface with Management Teams & National Office, researches requests and presents effective solutions
* Impact recognition of clients impacted by workflow issues, escalate appropriately, decide to utilize workaround techniques to meet client SLA’s when required
* Identify and escalate system issues to appropriate internal departments, including Senior Management and clients
* Authority to notify clients of system processing issues and announcement of Business Continuity or Disaster Recovery operations
* Verify encryption fingerprints/keys to validate integrity of data sender/receiver channels in order to establish secure data transport in observance and enforcement of company and client security policies (significant company liability)
* Set-up and test communications with external parties inclusive of FTP, sFTP, SWIFT, MQ
* Trouble shoot communications issues using internal application tools and technical diagnostic tools to identify latent issues
* Decision-making authority when to forward issues to level 2 groups for further research
* Query internal database to verify correct presentment of data, escalate identified issues to level 2 groups for mapping corrections or fixes
* Observing client specific SLA’s, responsible for providing clients an accurate representation of data issues, resolution path, or further troubleshooting requirements-this information is used by clients to make business decisions, including trading and accounting (significant company liability)

## Qualifications for operations support analyst

* Provide SME and technical support and advice on the Agiliti Operations suite of tools infrastructure and application monitoring tools
* BA/BS degree or local equivalent
* Experience driving large cross-functional projects across different timezones
* Proficiency in non-English languages
* Has a basic understanding of application development, including analysis, solution design and implementation, testing, and debugging
* Two year technology degree or equivalent