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# Example of Operations Support Analyst Job Description

Our company is searching for experienced candidates for the position of 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

* Authorized and responsible for the set-up of new client data workflows, ensuring data sent to correct client and follows the SSAE16 audited control processes (significant company liability)
* Procedural workflow suggestion changes or issues to management subsequent policy recommendations
* 1-5 years’ experience in the financial services industry, or data file transmission group preferred
* Prior experience in the back office setting, settlements or accounting work supporting clients with custodians a plus
* Experience in dealing with exception management with data analysis and reconciliation a plus
* Young professional or fresh graduate in business / commerce with an accurate working style and process driven
* Good understanding of Incoterms
* Ability to be flexible and work to deadlines and under pressure
* Monitor ACD queue statistics and call traffic
* Monitor load balancing and facilitate changes to related network routing

## Qualifications for operations support analyst

* Candidate should be comfortable using tools like Notepad++ and Grep
* Understanding of XML, CSV and other text formats
* EDI and Healthcare background a plus
* Knowledge of Jira or other ticketing system a plus
* Use of an SFTP Server a plus
* TSQL knowledge a plus