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# Example of Senior Support Analyst Job Description

Our innovative and growing company is looking to fill the role of senior support analyst. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for senior support analyst

* Manage small projects and activities for both budgeted projects and non-budgeted projects
* Communicate with customers both within IT and the Business, organize resources and complete tasks for Project related activities as assigned
* Participate in the testing and deployment of Windows desktop images
* Perform pc replacement/upgrade ensuring that the transition is smooth for the end user
* Assist with triaging incoming Service Desk calls, chats, tickets as needed
* Manage ad-hoc queries and issue resolution, route queries technical in nature to application support teams
* Understand behaviors in multiple situations and offer assistance to customers regarding product set up, expectations for product functionality and performance, , when new variables are introduced
* Assist in customer product implementations
* Administer and operate servers
* Provide developers with tools and systems to achieve department goals

## Qualifications for senior support analyst

* Knowledge and experience with delivery methodologies and techniques including Agile, DAD, Rapid, Scrum, Lean, PDLC
* Aptitude and ability to automate and integrate delivery tools and processes
* Act as liaison between internal network/infrastructure teams and our external vendors to ensure TDS high-availability and disaster recovery standards are met
* Able to work under pressure (system outages, client trading issues)
* Act as single point of contact for different business and support groups
* Extensive experience supporting Microsoft Active Directory (group memberships, shared drives access, policies, ), and Microsoft desktop applications (MS Office Suite, Outlook, MS Lync)