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# Example of Senior Support Analyst Job Description

Our company is looking to fill the role of senior support analyst. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don’t fill all of the qualifications, you may still be considered depending on your level of experience.

## Responsibilities for senior support analyst

* Supports and administers the day to day running of automated processes in the production environment
* Works within the confines of the Service Model to ensure production issues are triaged appropriately and efficiently
* Participates in 24x7 On-call Rotation and Escalation about 3 or 4 weeks per year
* Analyze and resolve technical problems encountered with production workstations
* Identify and implement procedural improvements and process improvement
* Develop documented repeatable techniques for providing quality PC hardware and software service and support
* Load and test according to procedures “small package” and “off the shelf” applications
* Develop and maintain excellent working relationships with derivatives trading and marketing, Operations & Finance, Treasury Credit, Risk Management, and offshore units
* Receive, transduce, and coordinate business requests to development and other IT teams in Hong Kong Paris, London and New York sites
* Assist with the testing of system enhancements, bug-fixes, upgrades and patches for technologies used by the Support teams – the CRM system and planned self-service website

## Qualifications for senior support analyst

* Manage UNIX scripts for dev life cycle (compilation, packaging, release )
* 2 years of experience developing in Windows operating system
* 1 year of experience developing with C++ or Visual Basic computer languages
* Experience developing with SQL Server database
* 2 years of experience developing in C# computer language
* 2 years of experience developing in SQL Server