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# Example of Senior Support Analyst Job Description

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

## Responsibilities for senior support analyst

* Use analyses of support trends to recommend and implement responses
* Provide technical expertise to the QA process via monthly SR reviews at individual level, with recommendations given to the manager on impact as it relates to current coaching plans
* Under manager direction, mentor less experienced staff on support and library/information science
* At management discretion, assist with Tier 1 support volume as needed
* Act as a liaison between CSD and other stakeholder groups
* At the direction of manager, participate in product implementation and development activities to help ensure CSD readiness and contribute to product quality and usability based upon customer feedback
* Proactively identify, manage and escalate risk events
* Uncover opportunities to automate, decommission, simplify or reduce the cost of our technology services, enhance the experience of our colleagues and customers who benefit from our technology services, and improve our working processes
* Provide exceptional customer service via phone, in person, and email as appropriate
* Resolve help desk issues including first level troubleshooting connectivity, mobile devices, hardware and software issues

## Qualifications for senior support analyst

* Fundamental understanding of TCP/IP networking concepts and principles
* Sound Linux experience at the command-line level
* Work independently strong team collaboration
* Minimum of 4 years of experience in Human Resources Technology and at least 3 years in customer/employee facing position
* Capable of supporting/debugging complex workflows with Service-Now objects, including UI configuration, ACL, Client Scripts, Script Includes, Business Rules, Graphical Workflow Editor
* Bachelor's degree in Accounting or other Business related field preferred