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# Example of Service Senior Analyst Job Description

Our company is searching for experienced candidates for the position of service senior 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 service senior analyst

* Provides Provider Training on Policy and Process changes and other communications as necessary
* Responsible for researching Portal connectivity and access issues
* Researches, resolves and tracks provider complaints related to Authorization issues
* Facilitates and participates in Provider Town Hall meetings as needed
* Understand the key risks and controls in the MI process, be able to adhere and conform to risk standards
* Assist the team lead in defining and implementing new processes and be proactive in driving efficiencies across the business
* Assist team lead and regional lead to identify process improvements and synergies on an ongoing basis and liaise with subject matter experts (SMEs) on metrics reporting for existing and new markets while monitoring trends
* Adhere to best practice globally, liaising with operations and business teams across all regions
* Measuring, monitoring and reporting BAU process by deriving key risk indicators metrics
* Support and contribute to our technology strategy (OMD/DART)

## Qualifications for service senior analyst

* Thorough knowledge of the assigned department(s)Electronic Banking & Business Account Support (EBBAS)
* 4 years of experience in Application Development or equivalent work experience
* Current in vmWare VRA Suite / vCloud Enterprise Suite or similar cloud management suite such as openstack
* Familiar with or capable of learning automation languages such as Puppet and / or Chef
* Must be thoroughly familiar with state and federal employment laws including but not limited to
* Certified Salesforce Administrator (ADM 201) - essential