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# Example of Service Senior Analyst Job Description

Our company is looking to fill the role of service senior 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 service senior analyst

* Address administrative issues on a day-to-day basis and use good judgement to escalate issues to team manager
* Assist team lead and regional lead to handle ad-hoc requests from key stakeholders on top of existing metrics reports to provide ad hoc information and business intelligence to allow key stakeholders to make informed decisions and take responsibility for providing relevant management information (MI) to senior management
* Monitor all of the team’s MI reporting queries and issues and be able to actively seek ways to eliminate these through detailed root cause analysis
* Assist team lead and regional lead to work in partnership with Senior Operations managers and the regional lead, build strong cross departmental relationships and ensure all risk and control functions are adhered to
* Leverage creativity and innovation to lead and/or participate on projects to exploit new capabilities and technologies with a focus on the end-user experience and driving continuous improvements
* Manage repository of service catalog item technical specifications compliance of their version history and validated test completion history
* You will become the reference point in the 1) interpretation of Systems auto-generated Graphs for the identified KPI and KQI 2) assessment of anomalies or problems 3) producing the right Actions towards other stakeholders in COO and CTO to maximise the Service Performance
* Ensure that the younger Analysts perform to a high standard in their role and in support of Specifically departmental projects
* Work with other SA teams with the common goal of providing an accurate understanding of the end user experience
* Support the Director in the reporting/communication towards the BUs by escalating in a timed manner any relevant issue, producing well-written and concise performance reports

## Qualifications for service senior analyst

* Certified Salesforce Developer (DEV 401) – desirable – not essential
* Sales Force.com development experience, with a strong focus on Apex and Visualforce development
* Confident understanding of Salesforce reporting, views and logic criteria
* Strong technical skills (Windows, Outlook, MS Word, Excel)
* Ability to prioritize, manage multiple tasks and work under pressure
* Ability to identify potential risk and take appropriate action