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# Example of Service Support Analyst Job Description

Our innovative and growing company is hiring for a service support 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 support analyst

* Require to attend some conference calls, frequently scheduled in early morning/late night due to global involvement
* Build a machine with Windows 10/Office 2016 (Desktop/Laptop)
* Configure the machine based on the user requirements (install/configure)
* Schedule/Replace the user machines (Pre/Post Migration Task
* Follow-up/Support the other regional team for remote support if needed pertaining to this project
* Define what should be measured
* Define what can be measured
* Gather the data
* Process the data
* Analyze the data

## Qualifications for service support analyst

* Capable Influencer
* Active Final Secret clearance is required
* Candidate must meet certification requirements of DoD 8570 IAT level II (Security +, GSEC, SCNP, SSCP, CISSP, CISA, GSE, SCNA)
* Demonstrate their ability to work in a team
* MS Office particularly Excel and Word
* Experience with Minitab is desirable, but not essential