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# Example of Service Support Analyst Job Description

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

## Responsibilities for service support analyst

* Present and use the information gathered
* Implement approved corrective action
* Create and maintain a CSI Register to track initiatives and possible improvements
* Assist in the development and maintenance of Service Level Management (SLM) plans, processes, and procedures
* Develop and support the implementation of SLM monitoring processes and measurement criteria
* Ensure staff is aware of CSI duties and coordinate improvement processes with other process and service owners
* Conduct periodic evaluations of existing services and supporting infrastructure
* Working knowledge of frameworks like ITIL, COBIT, DevOps, Agile, Lean Six Sigma
* Experience with process analyst tools and techniques like SIPOC, Process/Value Stream Mapping, FMEA, RACI, Pareto Analysis
* Ensure customer business processes and requirements meet the established Service Catalog baseline requirements

## Qualifications for service support analyst

* Good in reading , listening and writing in English
* Fluent either on Japanese, Korean or Cantonese Language
* Additional Cantonese Language skill set
* Have necessary visa / residency to work full-time in Australia
* Able to travel and to be away from home
* Willing to work additional hours as requested