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# Example of Support Analyst / Senior Support Analyst Job Description

Our growing company is looking for a support analyst / senior support analyst. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for support analyst / senior support analyst

* Recreate issues
* Recognize the customer-base impact and severity of an issue (e.g., isolated vs
* Carryout enhancement work on supported applications from time to time
* Install and setup computers for business staff
* Provide accurate and creative solutions to customer problems of serious and critical nature to ensure customer productivity
* Test and ensure applications are correctly installed and configured on the computer
* Participate in and possibly lead team projects to enhance the technical infrastructure or improve quality or efficiency of problem resolution process
* Assist with the development, and communication of the technical policies for personal computing products
* Provide desktop training to general users and other Desktop Support Analysts
* May assist with Server and/or LAN support

## Qualifications for support analyst / senior support analyst

* Identify opportunities for improvement within the system
* Pro-actively keep informed of current and past Incidents, Problems and Known Errors
* System Testing (preparation and execution)
* UAT (preparation and execution)
* Technical Analyst training
* College Diploma/Bachelor in Computer Science related technical stream