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# Example of Support Analyst / Senior Support Analyst Job Description

Our growing company is searching for experienced candidates for the position of support analyst / senior support analyst. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for support analyst / senior support analyst

* Prepare and analyze various customer analytics insights including but not limited to Voice of Customer (VOC) survey data and customer verbatim and distill information into actionable insights for presentations to various organizational levels from management to Executives
* Keeps up-to-date on all aspects of company’s products and service offerings to enable translating into analyses modifications
* Obtains a good understanding of customer demographics to include in analyses
* Provides improvements for business intelligence data capture and delivery as needed
* Provides expert support within a Line of Business, clinical or infrastructure specialty
* Identifies and analyzes trends in requests related to the Line of Business or specialty
* Actively contributing to and working continually to improve customer self-help through the publication of technically accurate knowledge base articles
* Identifies the appropriate environments of the in-scope, underlying applications for automations in-scope of development
* Analyzes the status of the data in the environments for the underlying systems in order to inform development and testing strategy
* Coordinates with ITG Application Services teams and Smart Automation developers to plan timing of development using the shared environments

## Qualifications for support analyst / senior support analyst

* Prioritizes and manages own workload and the workload of team members in order to deliver quality results and meet timelines
* Strong knowledge and experience with provisioning for collaboration and development tools, including Jira, Confluence, Hip Chat, Crowd, Jenkins, Bit Bucket, Nexus
* Experience with administration and support of Jira, Confluence, Hip Chat, Crowd, Jenkins, Bitbucket, Nexus
* The candidate will be required to work early/late shifts, and periodically work on a weekend support rota
* Understanding of Excel
* Exposure to third party vendors (Bloomberg/Reuters/etc) advantageous