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# Example of Support Analyst / Senior Support Analyst Job Description

Our 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

* Manage account profitability and entitlement cost forecasting reporting
* Evaluate effectiveness of current learning programs that drive field behavior
* Leverage research to ideate and develop measurement strategies around learning programs focused on driving critical behaviors, which result in increased sponsorship, revenue and leadership development
* Develop scenario models to allow learning program revisions and adjustments around key drivers to promote consultant sponsorship
* Provide consistent oversight and analysis for ongoing learning programs and initiatives
* Define Leadership driven business intelligence for account managers
* Research and utilize technology to increase reach and effectiveness of field development learning programs
* Collective ownership of Executive Class support capabilities globally
* Providing highly responsive support to the Executives and their teams in a dynamic, sensitive and high pressure environment
* Maintain an available disposition for after-hours and weekend support as needed

## Qualifications for support analyst / senior support analyst

* The position requires a highly accountable self-starter with strong leadership qualities and relationship management skills
* Strong communicator, ability to organize and lead meetings with various groups in Wealth
* Strong facilitator and effective collaborator
* Good understand of project lifecycle, management of project financials and incremental ongoing support costs
* Exposure to technologies used with large data sets Oracle Coherence and Apache Hadoop
* Ability to resolve issues in a high-pressure & time critical environment