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# Example of Support Analyst / Senior Support Analyst Job Description

Our company is hiring for a support analyst / senior support analyst. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don’t fill all of the qualifications, you may still be considered depending on your level of experience.

## Responsibilities for support analyst / senior support analyst

* Responsible for monitoring 3rd party providers such as Fujitsu, Compugen to ensure service SLA’s are met on a per incident basis
* Responsible for communicating with users during any outages or planned service interruptions
* Work with IT management to try and continually improve customer service to the business community
* Assist Manager IT Services with budget projections for hardware and software and generating infrastructure reports
* Develop and manage reports on multiple key performance indicatiors and metrics across Revenue Cycle Management for all work types and other existing and new metrics
* Serve as SME regarding the process flow of the life of a claim including understanding systems used and functions performed within each work type, dependancies/ interactions and identification of potential impact resulting from any change
* Budgeting.Work with assigned leaders to assist in developing operational budgets, analyzing and summarizing budgets for review meetings and participating in budget summary preparation for the Board of Directors
* Own escalated support requests (SRs), and when appropriate, handle issues to completion
* Regular communication with members on escalated issues, including the setting of appropriate expectations on follow up
* Key account responsibilities (determine who are the key accounts, establish and maintain regular communication with the members per an agreed upon timeline)

## Qualifications for support analyst / senior support analyst

* A University or College degree in Business/Finance or related field
* Positive & enthusiastic Team Player
* 2 year of experience with .NET application server
* Monitor, co-ordinate and respond to Support Incidents as per the criteria specified in the relevant SLA
* Complete and co-ordinate complex impact assessments
* Strong understanding of financial markets - equities, fixed income, futures, currency - will be considered an asset