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# Example of Support Analyst Job Description

Our innovative and growing company is looking for a 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

* Works closely with Research and Development and the Quality Assurance teams to move issues through the software release process
* Maintains a consistent number of open / closed tickets and client satisfaction scores
* To provide support for the BP2S applications, for all day to day problem resolution/support issues
* Participate in any specific improvement on this support deliverables
* Monitoring and Supporting the day to day activities
* Fully responsible for key activities within the agreed SLA and ITIL process
* Escalate issues which cannot be resolved, in a timely manner
* Have a strong Customer Focus in order to provide a professional support service to both internal and external cliental
* Flexible approach to working hours to meet the demands of the team
* Maintain Knowledge base and share experience with support team members

## Qualifications for support analyst

* A bachelor degree in Computer Science, Engineering or Mathematics
* The successful candidate is expected to demonstrate flexibility, versatility and an ability to manage multiple concurrent priorities to completion without significant guidance
* 4+ years of in-depth experience on BO technology as part of a development role
* Experience of working in SQL Server will be an added advantage
* Should have an understanding of Datamart design, OLAP, SSAS
* Should be able to run Unit tests in C#/Java