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# Example of Support Analyst Job Description

Our company is searching for experienced candidates for the position of 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

* Monitor the recurrent incidents, perform problem management and escalate to the next level of support or development team when required
* Coordinate with Infrastructure teams on events of patching & up gradation of servers to ensure the applications are stable & running after the infra work
* Responsible for UAT/PROD deployment & validation
* Analyzing/documenting problems, recommending solutions, & initiating corrective action
* Ensure all calls are cleared as quickly and efficiently as possible
* Keep client informed at all times of the progress of their support call and manage their expectations
* Follow all calls through to their satisfactory conclusion as agreed by the client
* To document all communications and actions pertaining to logged calls
* Develop and maintain sufficient technical skills to guide and advise clients in matters relating to the installation, customisation and operation of F&HE software suite
* Use judgement as to whether client requests fall under their maintenance contract and to escalate appropriately if not

## Qualifications for support analyst

* Work experience on a credit card platform (Vision Plus) is must
* To undertake analysis, investigation and evaluation production issues/service requests and take it up further for appropriate resolution
* Actively contribute to the incident management/service request process
* To interact with business for production/service request and ensure timely resolution with in SLA
* Working Knowledge of Agile Mythology
* Understanding of Environmental, Health, Safety or Quality is considered an asset