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# Example of Support Analyst Job Description

Our growing company is looking to fill the role of support analyst. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for support analyst

* Gather requirements, scope and test different options, and implement a new process and reporting system for managing vendor assessments
* Review security assessments, record findings in reporting system, report out to the team on findings and raise awareness of critical issues
* Clean up vendor data discrepancies and research vendor information to make sure all data is accurate, recent and relevant
* In coordination with Content Security, Film Security and Technology Security, develop remediation plans for each vendor based on assessment findings
* Coordinate and schedule remediation follow-up with 3rd party vendors.Search Jobs US
* Provide expertise and accountability for specialty Support Centre tasks such as domain administration, incident and change ticketing system administration
* Facilitate the Move, Add, Change (MAC) user profile management processes
* Access management - Perform access provisioning and de-provisioning tasks as they relate to new hires, departures and internal transfers
* Windows based technical support
* Develop a deep understanding of both the functional and technical aspects of the Real Estate & Workplace Solutions (RE&WS) product suite

## Qualifications for support analyst

* Working experience in Unix Shell Scripting and database technologies (Oracle, DB2, UDB, and/or SQL Server)
* Knowledge about the web applications and browsers
* Microsoft Windows Operating systems Server 2008, 2012
* Microsoft Office (especially Microsoft Excel)
* Database knowledge (Oracle database, SQL or similar)
* Software and hardware technologies