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# Example of Support Senior Analyst Job Description

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

## Responsibilities for support senior analyst

* Performs 2nd level production support for application and platform incidents as needed
* Manages client / operational impacting incidents including business impact assessment, technical resolution, engagement, and communications
* Builds and maintains strong relationships with AD teams and business partners to identify process improvement opportunities
* Collaborates with AD teams and business partners to understand application functions and related downstream processing components
* Participates / Contributes in post incident reviews for client impacting incidents
* Contributes to the evaluation, implementation, and ongoing maintenance of monitoring tools use
* Serve as liaison between departments maintaining necessary documentation in the support of various core services
* May assist the development of the software support analysis team members
* Develop and support knowledge libraries, documenting and sharing knowledge within the department and company as a whole
* Provision of excellent customer services

## Qualifications for support senior analyst

* 5+ years IT background with practical experience in IT support and/or development in a financial institution
* Experience of leading a small/medium team of Level 2 support analysts
* Strong knowledge of Relational Databases, in particular MSSQL and Oracle, including Stored Procedures, Indexes, and other DB Objects
* Strong knowledge of Windows & Linux Platforms
* Strong knowledge of Autosys is highly advantageous
* Good working knowledge of middleware technologies IBM MQ WebSphere, Tibco RV, Solace