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# Example of Technology Support Analyst Job Description

Our company is growing rapidly and is looking for a technology support analyst. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for technology support analyst

* To leverage the use of agreed supply chain resources, ensuring that all third party resources are integrated into the Barclays UKRBB RTB application management team, with an agreed communication and reporting line to the Application Maintenance and Support team structure
* Accountable for the resolution of all Problems [as appropriate for team alignment] relating to the relevant product area, to return product service to customers as quickly as possible
* Support the planning and deployment of Product changes for each release
* Act as the quality gate from Application Development to Application Maintenance where relevant
* Contribute to the Barclays Risk Assessment / compliance processes
* Accountable for Release and Communication Plans
* Responsible for Application Acceptance related activities aligned to the Product Area
* Provide ongoing 2nd line application support in the resolution of client queries/incidents on a day-to-day basis
* Taking part in project delivery reviews
* Facilitates day-to-day equipment and technology inventory/support activities for Compliance including Anti Money Laundering (AML) located in Toronto

## Qualifications for technology support analyst

* WebSphere, JAVA EE
* HTML, JavaScript, DOJO, JQuery, XML/XSLT, CSS
* PL/SQL, SQL Queries on Oracle/ DB2 databases
* Data Modeller(Oracle SQL Developer, TOAD)
* Version control tools like ( SVN / ClearCase)
* Understanding of complex, large and scaled web-based software solutions