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# Example of Technology Support Analyst Job Description

Our growing company 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

* Provide PC hardware and software deployment and support to the user community
* Provide mobile device deployment and support
* Establish relationships with business users at all levels in the organization
* To carry out Duty Support rotations among the team members
* Able to work shift hours during support duty week and to carry out implementations on weekends
* To develop monitoring tools/alerts to create proactive actions
* Able to take ownership of issues and follow through to closure
* To be able to drive himself/herself to learn new things while dealing with daily production support
* To communicate effectively and work efficiently with a group of people supporting both functional/technical areas
* Meet or exceed statistical metrics regarding

## Qualifications for technology support analyst

* Windows server environments utilising SQL Server databases and Active Directory (essential)
* Fiserv ICOM application (desirable)
* Datacard Cardwizard (desirable)
* Web application experience (desirable)
* DOS scripting (essential)
* Tivoli Workload Scheduler (essential)