



Example of Analyst, Technical Support Job Description

Powered by www.VelvetJobs.com

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

Responsibilities for analyst, technical support

- Provide input to the Production Support functions including operational and process improvement activities
- Provide a continuous improvement plan, where applicable, so that system availability and performance is improved to satisfy business requirements
- Collaborate with stakeholders to adhere to quality standards for IT production systems and services
- Participate in meetings with relevant stakeholders for the capability/ portfolio area(s) to provide visibility and transparency into Production Support performance and performance capacity
- Promote risk identification and ensure risks are appropriately owned and managed, escalating where applicable
- Ensure decisions are made with a strong focus on business enablement and stakeholder needs
- Deliver high quality customer service while increasing business value through strong understanding of stakeholder needs
- Responsible for Production Support Process Management Roles (see Appendix A)
- Remain current on industry specific processes, technologies, and emerging trends
- Performing continuous monitoring of systems' health (incl

Qualifications for analyst, technical support

- Technical background, familiarity with operating systems (linux / windows), networking, SQL – major advantage
- Willing to work at least 1 full days per week, and off-hours / weekends shifts
- Highly motivated, fast learner, organized and independent
- Support remote access needs for staff and contractors
- Keep abreast of new technologies including computer software, hardware, smart phones and peripheral devices
- Significant experience in administration, maintenance and support of MS Windows operating systems