Our company is hiring for a delivery analyst. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

Responsibilities for delivery analyst

- Collaborate with Product and Engineering teams on best practices, requirements for releases, communication and training as required for clients concerning new product releases
- Ability to summarize complex and technical information in a clear and concise format for clients
- Activating and deactivating users, modifying role hierarchy and similar client support changes as required
- Ability to understand and articulate root cause on customer issues
- Great communication skills both internally and externally
- Ability to negotiate extremely critical matters and influence people / outcomes
- Must have an attention to detail and a commitment to quality
- Project management and organization skills necessary to balance multiple priorities and tasks in a dynamic, fast paced environment
- Excellent problem solving, interpersonal and oral/written communication skills
- Knowledge of Salesforce or other SaaS experience

Qualifications for delivery analyst

- Working knowledge of SAS datasets, some SAS programming basics
- Demonstrated ability to communicate with clients and internal stakeholders –

- Previous experience monitoring and troubleshooting projects
- Audit post-production changes to ensure service level agreement compliance
- Ability to multi-task and prioritize daily responsibilities