



# Example of Field Service Analyst Job Description

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Our company is growing rapidly and is hiring for a field service 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 field service analyst

- Proficient in installing, configuring, repairing, and troubleshooting networks, Windows Operating System, Microsoft Office, Battle Command Common Services (BCCS) Server Stacks, CPOF Repository, CPOF Data Bridge, and CPOF Mid Tier
  - Build business cases for CAPEX and OPEX investment
  - Manage cross-functional projects through informal power and influence techniques
  - Implement and/or track implementation of project plans, conducting follow-on analysis and revising as necessary
  - Conduct analysis of data sets to identify major drivers of costs or inefficiencies
  - Use a combination of first-principles problem solving, expert interviews, and independent research to develop solutions addressing the largest strategic and operational opportunities
  - Create relevant communication mechanisms (e.g., PowerPoint presentations, excel models, templates) needed to drive organizational understanding, decisions, and action for strategic projects
  - Design and publish dashboards and reports to guide leadership in making important business decisions
  - Work with and mentor associates to maximize team potential
  - Man a 24/7 help desk
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- Must have an active Top Secret\SCI security clearance
- Must have knowledge of, and is capable of using, operating systems and database management systems
- Experience with other DCGS-A Family of Systems such as TGS, OGS, IPC-1, IPC-2, GWS, CHARCS, Prophet Control
- Manage scanning schedules and POAM updates for systems
- Research IA regulatory compliance requirements and tools for IA requirements
- Bachelor's degree or Associates degree in Computer Science preferred