



Example of Implementation Analyst Job Description

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Our growing company is looking to fill the role of implementation analyst. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don't fill all of the qualifications, you may still be considered depending on your level of experience.

Responsibilities for implementation analyst

- Support our Project Managers and Implementation Consultants through the efficient delivery of project tasks
- Support the resolution of client queries and issues
- Evaluate client needs, develop configurations to support business processes/product parameters, plan and execute delivery and implementation plans, and test/troubleshoot final system setups
- Analyze software solutions using standard analysis methodologies and tools
- Gather requirements – collaborate with product managers to compile detailed business requirements for new and updated application features
- Develop best practices for ongoing configuration of client programs
- Provide technical expertise to product management team to ensure the product development roadmap appropriately reflects technical capabilities of the system
- Participate in testing activities including unit testing and system testing for client launches and system upgrades and ensuring test cases adequately cover the functional area
- Provide training and end-user support during and after the implementation process
- Oversee project work stream deliverables including quality control/sign off for area of accountability

Qualifications for implementation analyst

- 1 to 3 years of FD system experience or relevant payment processing experience
- Experience with existing and emerging technologies in the finance and/or accounting industry is required for this position
- Desire to be customer facing
- Fair understanding of the travel industry and GDS-related travel products
- Fair knowledge of travel industry together with travel agency operations