



Example of Infrastructure Support Analyst Job Description

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Our company is looking to fill the role of infrastructure support analyst. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

Responsibilities for infrastructure support analyst

- Attend RCA and subsequent problem management reviews
- Ensure financial impacts are accurately listed in the Service Centre ticket
- Maintain email communication lists for their Lines of Business
- Ensure technology and operation teams are aware, educated and informed of TSS PAC process
- Manage existing and future IT projects
- Create an IT roadmap for your client to plan for current and future business requirements
- Identify, recommend and gain commitment for new products and solutions that meet the clients' business requirements by demonstrating the value they will deliver
- Write persuasive, business cases and professional proposals to support your recommendations
- Hold regular client review meetings delivered to the agreed format and with the agreed preparation and follow-up
- Keep in regular contact with your Line Manager and Office Administrator

Qualifications for infrastructure support analyst

- Knowledge of the ITIL Framework is required
- Experience/Knowledge on IBM DB2 database
- Experience/Knowledge on Selenium Script Automation

- Bachelors Computer Science / Engineering Degree