



Example of Infrastructure Support Analyst Job Description

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Our innovative and growing company is hiring for an infrastructure support 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 infrastructure support analyst

- Be a positive contributor at office team meetings and develop positive and supportive colleague relationships
- Identify new client opportunities through relationships, referrals and intelligence
- Actively participate in self-development and in development of others buddies
- Maintain high levels of Product knowledge and Technical qualifications at all times
- Ownership of individual risk related issues
- Work collaboratively with GTI Risk and Control teams as appropriate
- Interface with internal, external auditors and regulatory agencies as appropriate
- Work with engineering and operate teams to manage infrastructure and application IT controls and readiness
- Collaborate with service owners on audits and information risk management reporting
- Impact identification, management communication, client relationship management, service improvement, discovery/gathering/documenting of business needs and data and requirements, complex internal/external customer file implementations

- Experience of using Microsoft Office products, in particular manipulating Excel spreadsheets
- 4-6 or more years in technical analyst role with heavy emphasis on data analysis, process improvement and production reporting in a large scale technology environment
- Minimum three years business analysis or project management experience
- High level of attention to detail and quality assurance
- Ideal individual would have strong technical analysis and problem solving experience - yet adept at interfacing with all levels of management and influencing in a matrix organization
- Strong background in production reporting