



Example of Infrastructure Support Analyst Job Description

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Our innovative and growing company is looking to fill the role of infrastructure support analyst. To join our growing team, please review the list of responsibilities and qualifications.

Responsibilities for infrastructure support analyst

- Set a cadence for regular reporting requirements targeted to various levels of the GTI Organization and also to various levels in the LOB organizations
- Handles and resolves Tier III Calls that are not resolved by Service Desk or Tier 1, Tier 2 Desktop Support staff
- Responsible for activities associated with identification, prioritization, resolution/fulfilment of customer problems/requests
- Ensures all phases of help desk support services are properly coordinated, monitored, logged, tracked and resolved appropriately
- Ensures problems are controlled through problem recognition, research, isolation, resolution and follow-up steps
- Provides support services to customers with questions/problems regarding technology infrastructure systems or applications
- Documents and implements standard operating procedures
- May assist with asset procurement needs as appropriate
- Manage all levels of incident research/resolution/communication
- Determine and provide impact analysis for issues

Qualifications for infrastructure support analyst

- ITIL Foundations v3 Certified preferred
- Help Desk experience / management
- Highly analytical – ability to evaluate data and find meaningful information

- Extremely proficient in MS Office including Excel (VBA, charting, Pivot Tables, ...)
- CompTIA A+, Security+ preferred
- Passion for education and ability to instruct in a “hands-off” manner, letting users learn by doing